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ABSTRACT

The results of two surveys, designed to provide data for use in the planning of a new library at San Jose State University, include student and faculty perceptions of the adequacy of present library services in fulfilling research and information needs. Specific areas investigated are hours and security, reference and information services, library instruction, circulation services, periodicals and newspapers, the book collection, and media services. Findings also reflect the perceptions and needs of different faculty and student populations--i.e., class or rank, sex, age, ethnic background, years of attending or teaching, school, full or part-time status, and class attendance or teaching time. The characteristics of frequent and infrequent SJSU library users are also reported, and the survey questionnaires for both groups are appended. (Author/RAA)

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SAN JOSE STATE UNIVERSITY LIBRARY SERVICES:

RESULTS OF THE SPRING 1980

FACULTY AND STUDENT USER SURVEYS

Jo Bell Whitlatch

SJSU 1981

IR009541

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I. INTRODUCTION

The University authorized the 1980 library surveys to assist the library in collecting information regarding student and faculty research and information needs. Student and faculty perceptions concerning the adequacy of present library service would assist library staff and the library director in planning the new library.

For students, the surveys were given to a random sample of classes. 1470 students completed the questionnaires in their classes. Testing Officer Zeljko Pavic administered the distribution of the questionnaires and arranged to have the results run on SPSS.

The student sample had the following population characteristics. All percentages represent adjusted frequencies.

Class	
Freshman	12.7%
Sophomore	14.1
Junior	31.9
Senior	29.3
Graduate	12.0

Sex	
Female	48.5%
Male	51.4

Age	
17 - 22	58.8%
22 - 30	29.4
31 - 40	11.5
41 +	.1

Ethnic Background	
Asian	17.0%
Black	4.3
Chicano	5.0
Other Hispanic	1.7
White	68.3
All Other	3.6

Semesters Attended SJSU	
First	14.1%
Second	26.4
Third	9.8
Four or more	49.7

SJSU Library Use	
Three times per week	10.1%
Once-twice per week	19.5
Once every two weeks	16.5
Once per month	17.8
Less	23.9
Never	12.2

Major Area of Study	
Applied Arts	12.4%
Business	28.0
Education	5.9
Engineering	19.0
Humanities & Arts	8.9
Science	10.0
Social Science	8.6
Library Science	.1
Social Work	2.4
Interdisciplinary	.4
Undecided	4.5

Grade Point Average	
3.60 - 4.00	14.3%
3.00 - 3.59	39.6
2.60 - 2.99	25.6
2.00 - 2.59	14.9
Below 2.00	1.6
Unknown	4.0

Status	
Full-time	86.1%
Part-time	13.7

Attendance Time	
Day	64.2%
Evening	8.4
Day & Evening	27.3

The sample was representative of the actual proportions of students enrolled in the University in Spring 1980 for freshman, sophomores, juniors and seniors. Graduates appear to be under represented in the survey, but they comprise a rather small percentage of FTEs.

Class	Survey Response	FTES*	Number of Students
Freshman	12.7%	38.9%	10.6%
Sophomore	14.1		11.6
Junior	31.9	53.1	25.7
Senior	29.3		31.6
Graduate	12.0	8.0	20.6

*Full-time equivalent students

Students who were sampled appear to be representative of the proportions of number of majors and the upper division and graduate FTEs in the schools although Business and Engineering appear to be over represented:

School	Survey Response	Upper Division & Graduate FTEs	Number of Majors
Applied Arts	12.4%	15.5%	16.5%
Business	28.0	18.4	20.2
Education	5.9	9.8	6.0
Engineering	19.0	9.5	13.1
Humanities	8.9	14.8	13.0
Science	10.0	8.8	7.7
Social Science	8.6	20.3	10.4

For the faculty, Academic Vice President Burns asked all Deans and Department Chairpersons to distribute the surveys to each full- and part-time faculty member. The questionnaires were returned to Zeljko Pavic in Testing, who arranged to have the results run on SPSS.

The faculty sample had the following population characteristics. All percentages are adjusted frequencies.

Rank	
Professor	52.4%
Associate	13.3
Assistant	13.3
Instructor	4.6
Lecturer	16.3

Sex	
Female	28.0%
Male	71.7

Age	
22 - 31	9.2%
32 - 40	23.5
41 - 50	27.2
51 - 60	32.7
61 - 67	6.4

Years Taught At SJSU	
1 - 5	27.9%
6 - 10	14.8
11 - 15	20.2
16 - 20	14.1
21 +	22.9

Primary School	
Applied Arts	16.1%
Business	5.5
Education	9.2
Engineering	9.9
Humanities	17.1
Science	22.8
Social Science	17.3
Library Science	1.6
New College	.5

Ethnic Background

Asian	5.7%
Black	0.5
Chicano	1.4
Other Hispanic	2.4
White	87.7
All other	2.4

Majority of Classes 8-5 Monday - Friday

Yes	82.4%
No	17.6

SJSU Library Use

Three times per week	8.0%
Once-twice per week	23.9
Once every two weeks	24.6
Once per month	19.8
Less	18.5
Never	5.2

Regular Assignment

Full-time	82.9%
Part-time	17.1

Appointment

Temporary	24.9%
Probationary	9.9
Tenured	65.1

Use research assistant last semester to do library research

Yes	14.8%
No	85.2

Because the faculty survey was a mail survey, the return rate was fairly low. The survey was mailed to 1753 faculty. 443 faculty returned the survey. The 25.3% response rate, while low, is not atypical for mail surveys. The Spring 1980 proportions of faculty in each school and the proportion of responses from each school are quite close.

School	Survey Response	FTEF*	Actual Number
Applied Arts	16.1%	14.7%	14.6%
Business	5.5	9.9	9.8
Education	9.2	7.0	7.9
Engineering	9.9	8.3	10.1
Humanities	17.1	21.6	17.7
Science	22.8	17.4	18.0
Social Science	17.3	16.0	17.0

*Full-time Equivalent Faculty

Thus, the responses are distributed fairly evenly across all major schools and the proportions are representative of the University as a whole except for the lower response rate in Business and higher response rate in the School of Science.

The proportions of tenured, probationary and temporary faculty who responded to the questionnaire are also reflected in the actual spring 1980 FTEF.

Faculty Appointment	Survey Responses	FTEF	Actual Number
Temporary	24.9%	30.7%	45.3%
Probationary	9.9	8.9	6.7
Tenured	65.1	60.5	48.0

However, if considering the actual number of faculty present in Spring 1980, it is apparent that a much smaller proportion of temporary faculty responded than tenured or probationary. An analysis of the survey responses has revealed that part-time faculty account for a substantial proportion of the faculty who never use the Library (see section II.B,2). Thus, faculty who returned the library survey are more likely to use the Library than "typical" University faculty members. This bias is not present in the student survey where it was possible to obtain an almost 100% response rate by administering the survey in a random sample of classes.

The data made available as a result of this survey has been analyzed with the assistance of SPSS frequencies (always expressed in adjusted percentages in this report) and the SPSS crosstabs subprogram. The "crosstabs" was very useful in measuring the association of one variable to another. Results were not reported unless the chi-square test revealed significance at the .001 level (99.5% confidence). In a few instances, results were reported when significant at the .05 level (95% confidence). These tables are marked with "95% confidence" in the report.

Many of the population variables had strong significant relationships with each other in both the student and faculty samples.

In the student sample, some of the most interesting relationships were:

A very high proportion of Education majors have attended SJSU four or more semesters.

	Four or more semesters
Applied Arts	57.1%
Business	44.9
Education	68.8
Engineering	47.3
Humanities	54.2
Science	47.4
Social Science	54.3

Female students are more likely to be Applied Arts or Education majors and least likely to be Engineering majors.

	Female
Applied Arts	68.5%
Business	44.3
Education	68.8
Engineering	12.4
Humanities	61.7
Science	53.3
Social Science	56.9

Asians were more likely to be Engineering majors.

	Engineering
Asian	35.4%
Black	6.9
Chicano	9.1
White	15.1

Night students are most likely to be part-time.

	Night
Part-time	74.8%
Full-time	24.4

Graduate students are more likely to attend night classes only and be part-time.

	(% of all students) Grads		(% of all students) Grads
Day	5.1%	Part-time	40.3%
Evening	58.5	Full-time	7.4
Day & Evening	13.8		

In the faculty sample, some of the most interesting relationships were:

Engineering has the highest proportion of part-time and temporary faculty.

	Part-time	Temporary
Applied Arts	11.4%	42.9%
Business	8.3	25.0
Education	7.5	15.0
Engineering	46.5	51.2
Humanities	14.9	17.6
Social Science	15.2	15.2
Science	16.0	17.3

Education faculty are more likely to teach in the evening while science, humanities and arts and social science faculty are more likely to teach in the day.

	Day
Applied Arts	77.1%
Business	79.2
Education	45.0
Engineering	67.4
Humanities	93.2
Science	92.9
Social Science	89.3

Females are more likely to be temporary and teach primarily in the evening.

	Female	Male
Temporary	37.7%	18.9%
Evening	22.1	15.7

Temporaries are more likely to be part-time, and have taught less than five years.

	Temporary	Probationary	Tenured
Part-time	61.1%	4.1%	1.8%
1 - 5 years	77.1	67.4	3.2

Part-timers are more likely to teach in the evenings.

	Part-time	Full-time
Evening	26.7%	15.4%

II. GENERAL CHARACTERISTICS OF USERS OF SAN JOSE STATE UNIVERSITY LIBRARY

General Summary of the results:

	Students	Faculty
Frequency of SJSU Library Use:		
3x/wk	10.1%	8.0%
1 - 2x/wk	19.5	23.9
once/2 wks	16.5	24.6
once/month	17.8	19.8
less	23.9	18.5
never	12.2	5.2

Faculty who participated in the survey used the Library somewhat more frequently than students, but the low response rate in the faculty survey probably contains a bias toward frequent users.

	Students	Faculty
Use of Other Libraries in Connection with SJSU teaching/ research/coursework		
Yes	57.5%	70.2%
No	42.3	29.5
Frequency of Use of other Libraries		
3x/wk	7.1	7.4
once/week	11.1	12.3
once/2 wks	14.7	17.4
once/month	36.5	--
less	30.6	62.7

A greater proportion of faculty used other libraries, but with very similar frequency to students. Other libraries provide an important source of information to SJSU students and faculty.

A. Student Users

Frequent users were more likely to be:

1) Students taking both daytime and evening classes. A much smaller proportion of students taking classes only in the evening used the library three times or more per week. Conversely, a much greater proportion of students taking evening classes only never used the library.

	Very Freq.	Never
Day	10.4%	12.5%
Evening	3.3%	24.4%
Day & Evening	11.5%	7.5%

2) Full-time students. A smaller proportion of part-time students use the

library three times a week or more and a much greater proportion never use the library.

	Very Freq.	Never
Full-time	10.8%	10.7%
Part-time	5.5	21.9
	(95% confidence)	

3) Graduate students. A greater proportion of graduates use the library once a week or more often than other classes, while a greater proportion of freshman never use the library.

	Freq.	Never
Graduates	39.2%	10.2%
Seniors	29.7	9.3
Juniors	29.4	13.0
Sophomores	32.2	8.7
Freshman	17.7	22.5
	(95% confidence)	

4) Engineering and humanities majors. A greater proportion of these students use the library once or more times a week. A greater proportion of business majors never use the library.

	Freq.	Never
Applied Arts	22.7%	10.1%
Business	22.1	18.5
Education	29.9	10.0
Engineering	37.6	9.7
Humanities	37.5	9.2
Science	31.1	7.4
Social Science	32.8	7.8

5) Students with a grade point average of 3.6 or better use the library slightly proportionately more frequently. Of those with a GPA below 2.0, 58.3% use the library less than once a month or never. This is a much greater proportion than the 31.8% who seldom or never use the Library with a 3.6+ GPA.

	Freq.	Seldom or Never
3.60 - 4.00	33.7%	31.8%
3.00 - 3.59	28.6	38.2
2.60 - 2.99	26.0	34.9
2.00 - 2.59	31.4	36.8
below 2.00	25.0	58.3
	(95% confidence)	

6) Males. A greater proportion of males use the library three times a week or more often and a greater proportion of females use the library less than once a month.

	Very Freq.	Seldom or Never
Female	25.8	42.1
Male	33.1	30.6

7) Asian or Chicano. A greater proportion of Asians and Chicanos use the library frequently than blacks or whites.

	Freq.	Never
Asian	43.9%	6.5%
Black	21.0	11.3
Chicano	41.6	5.6
White	25.0	13.9

B. Faculty Users

Frequent users were more likely to be:

1) Faculty teaching primarily in the daytime. A substantial portion of the faculty who never use the library teach nights and weekends.

	Freq.	Never
Day	34.5%	3.7%
Evening	19.7	13.2

2) Full-time faculty. Part-time faculty account for a substantial portion of the faculty who never use the Library.

	Freq.	Never
Full-time	33.3%	2.2%
Part-time	24.0	20.0%

3) Assistants, Associates, A significant number of lecturers and instructors have never used the library.

	Freq.	Never
Professor	32.9%	1.3%
Associate	37.9	5.2
Assistant	39.6	1.7
Instructor	35.0	20.0
Lecturer	16.9	16.9

4) Faculty in the School of Social Science, Engineering and Business Faculty have much higher proportions who seldom or never use the library.

	Freq.	Seldom or Never
Applied Arts	24.3%	32.8%
Business	20.8	45.8
Education	20.0	27.5
Engineering	23.2	37.2
Humanities	31.1	17.6
Science	30.3	20.2
Social Science	50.7	12.0

5) Probationary faculty. Temporary faculty account for a substantial proportion of faculty who never use the library.

	Freq.	Never
Tenured	34.4%	1.8%
Probationary	44.2	0.0
Temporary	21.3	16.7

6) Faculty who have 11-15 years of teaching experience. The greatest proportion of faculty who have never used the library have taught 1-5 years.

	Freq.	Never
1 - 5	24.8%	14.0%
6 - 10	32.8	0.0
11 - 15	39.1	1.1
16 - 20	29.6	3.3
21 +	32.6	3.1

7) Senior faculty.

	Freq.	Never
22 - 31	28.9%	2.6%
32 - 40	27.3	7.1
41 - 50	34.4	8.4
51 - 60	26.1	3.6
61 +	46.4	0.0

(95% confidence)

C) Use of Other Libraries

1) Relationship to SJSU Library Use

a) Students.
The frequency of student use of SJSU Library had no relationship to whether students used other libraries in connection with their SJSU coursework.

	Use Other Libraries	
SJSU	Yes	No
Frequently	29.8%	29.0%
Seldom or Never	35.3	37.4

However, students never using other libraries during the last semester were more likely to seldom or never use SJSU Library.

	Use other Libraries				
SJSU	3x/wk	once/wk	once/2wks	once/mo.	never
Frequently	58.4%	45.5%	25.9%	23.2%	26.2%
Seldom or Never	20.8	26.0	27.3	41.4	42.6

b) Faculty.
Faculty using other libraries for teaching and research were more likely to use SJSU Library frequently; just as those who did not use other libraries were more likely to seldom or never use SJSU Library.

	Use Other Libraries	
SJSU Library	Yes	No
Frequently	36.3%	20.8%
Seldom or never	19.1	34.6

Also, faculty using other libraries frequently were more likely to use SJSU Library frequently.

	Use other libraries			
SJSU Library	3x/wk	once/wk	once/2wks	less
Frequently	51.7%	44.0%	38.0%	27.1%
Seldom or Never	31.0	10.0	16.9	26.3

2) Characteristics of Student Users

Frequent users of other libraries were more likely to be:

a) Social Science majors. Engineering majors use other libraries proportionately the least.

	Yes	No
Applied Arts	62.5%	37.5%
Business	62.0	37.5
Education	62.5	37.5
Engineering	40.3	59.7
Humanities	63.0	36.1
Science	56.0	44.0
Social Science	69.0	31.0

b) Female.

	Yes	No
Female	62.0%	37.6%
Male	52.9	46.7
	(95% confidence)	

c) Black. Asians and Chicanos use other libraries proportionately more frequently than whites or blacks.

	Yes	No	Freq.	Never
Asian	45.3%	54.3%	24.4%	32.5%
Black	66.1	33.9	14.6	25.8
Chicano	58.3	40.3	26.4	22.2
White	59.4	40.3	14.8	30.2
	(95% confidence)		(95% confidence)	

In addition, 26 - 30% of those who never used other libraries had a "C" average or better, while 42% of those with below a 2.0 average never used other libraries

3) Characteristics of Faculty Users.

Users of other libraries were more likely to be:

a) Full-time.

	Yes	No
Full-time	71.3%	28.7%
Part-time	64.9	35.1

b) Associate Professors. Instructors and lecturers are proportionately less likely to use.

	Yes	No
Professor	70.6%	29.4%
Associate	84.5	15.5
Assistant	71.9	28.1
Instructor	60.0	40.0
Lecturer	60.6	39.4

c) Faculty in the School of Social Science. Engineers proportionately least use other libraries.

	Yes	No
Applied Arts	67.1%	32.9%
Business	65.2	34.8
Education	72.5	27.5
Engineering	55.8	44.2
Humanities	73.0	27.0
Science	69.7	30.3
Social Science	76.0	24.0

d) Probationary or Tenured.

	Yes	No
Tenured	73.4%	26.6%
Probationary	76.2	23.8
Temporary	60.2	39.8

4) Other Area Libraries Used Frequently by SJSU Students

Type of Library	Total	
Public Library Main San Jose City-51 San Jose branches-19 Other city libraries-39 Santa Clara County-13 Other county libraries-6	128	56%
Community College Library West Valley-11 DeAnza-9 Foothill-6 Others-18	44	19%
Private University Library Stanford-17 Santa Clara-9 Other-4	30	13%
University of California Libraries	8	3%
Other CSUC Libraries	7	3%
Miscellaneous	12	5%
Total	229	

Of the 1470 students responding to the questionnaire, 268 students (18.2%) reported that they used other libraries once a week or more often during the last semester. Over half of the students who frequently used other libraries used area city and county public libraries.

5) Other Area Libraries Used Frequently by SJSU Faculty

Type of Library	Total	
Private University Library Stanford - 39 University of Santa Clara - 4	43	37%
Public Library San Jose Public - 11 Santa Clara City - 6 Santa Clara County - 4 Other - 10	31	27%
University of California Library UC Berkeley - 19 UC Santa Cruz - 4 UC San Francisco - 2	25	22%
Special Library NASA/Ames - 5 Santa Clara VMC - 3 Other - 6	14	12%
Other CSUC Library	1	1%
Community College Library	1	1%
Total	115	

D. Importance of SJSU Library as a Source of Consultation

General summary of survey results:

Information on a subject for teaching/research/coursework:

	Student Most Freq.	Faculty Most Freq.
Sources:		
Book	25.2%	62.2%
Professor	21.5	6.8
Student	14.1	0.5
SJSU Library	31.1	29.1
Another Library	15.2	11.7

Faculty rely much more heavily on books and periodicals which they buy as their primary source of information with the library being the second most important source. Students rely almost equally on the SJSU Library, purchased books and magazines and professors.

1) Students perceiving the SJSU Library as a very important information source are more likely to be:

a) Students who attended at least some daytime classes.

	Most Freq.
Day	28.0%
Evening	17.9%
Day & Evening	29.2%

b) A student who has attended several semesters. The proportion of students who rate SJSU Library as their least frequent source of consultation decreases somewhat as the number of semesters attended increases.

	Most Freq.	Least Freq.
1st	22.7%	17.4%
2nd	27.5	16.8
3rd	26.6	11.9
4th +	30.4	11.0

(95% confidence)

c) Social Science Majors. Engineering students have the highest proportion who consult least frequently.

	Most Freq. or Freq.	Infrequent or Least
Applied Arts	45.9%	28.6%
Business	44.0	29.0
Education	52.4	23.8
Engineering	33.0	37.6
Humanities	54.9	16.7
Science	35.6	32.6
Social Science	59.5	20.6

2) Students perceiving other libraries as the most frequent information source are more likely to be:

a) Applied Arts majors. Engineering students have the highest proportion who consult least frequently.

	Most Freq. or Freq.	Infrequent or Least
Applied Arts	41.6%	37.5%
Business	33.0	42.4
Education	31.2	52.5
Engineering	16.4	60.3
Humanities	28.4	45.0
Science	23.7	54.0
Social Science	25.9	43.9

b) Females.

	Most Freq. or Freq.	Least Freq.
Female	34.6%	28.3%
Male	23.3%	37.4%

(95% confidence)

3) Faculty perceiving the SJSU Library as the most frequent information source are more likely to be:

a) Faculty teaching primarily in the daytime.

	Most Freq.
Day	30.3%
Evening	14.5%

(95% confidence)

b) Full-time.

	Most Freq. or Freq.	Infrequent or Least
Full-time	57.6%	16.6%
Part-time	40.0	34.7

c) Professors and Associates.

	Most Freq.	Least Freq.
Professor	30.3%	3.1%
Associate	32.8	1.7
Assistant	20.7	6.9
Instructor	15.0	20.0
Lecturer	23.9	16.9

d) Faculty in the School of Humanities and Arts. Applied Arts and Business faculty have the lowest proportions.

	Most Freq.	Least Freq.
Applied Arts	11.4%	12.9%
Business	16.7	12.5
Education	25.0	0.0
Engineering	23.3	14.0
Humanities	43.2	6.8
Science	25.3	2.0
Social Science	34.7	4.0

e) Tenured.

	Most Freq. or Freq.	Infrequent or Least
Tenured	61.4%	12.4%
Probationary	53.5	23.3
Temporary	37.0	37.9

f) Faculty who have taught eleven years or more.

	Most Freq. or Freq.	Infrequent or Least
1 - 5	46.3%	32.2%
6 - 10	40.6	21.8
11 - 15	60.9	16.0
16 - 20	55.7	14.8
21 +	63.3	10.2

4) Faculty perceiving other libraries as the most frequent information source are more likely to be:

a) Part-time.

	Most Freq. or Freq.	Infrequent or least
Full-time	24.0%	44.0%
Part-time	37.4	32.0
	(95% confidence)	

5) In both students and faculty the more frequent SJSU library users have a higher proportion who consider SJSU Library as the most important source of consultation.

	Faculty Most Freq.	Student Most Freq.
3x/wk	62.9%	47.0%
1-2x/wk	39.0	41.6
once/2 wk	34.3	38.0
once/mon.	14.9	27.1
Less	9.9	14.5
Never	4.3	5.0

6) In student users, as the frequency of use of SJSU Library decreases, the proportion listing another library as the most frequent source of consultation increases slightly.

	Student Most Freq.
3x/wk	6.7%
1-2x/wk	9.8%
once/2 wk	9.5%
once/mon.	14.9%
less	18.2%
never	20.2%

7) If the course was perceived as requiring library resources, a high proportion of both students and faculty rate SJSU library as a more frequent source of consultation.

	Freq. Course Req. Student	Freq. Course Req. Faculty
Most Freq. & Freq.	66.3%	69.3%
Least or Infrequent	15.1	11.6

8) The proportion of the students rating faculty as familiar with the library increases with perception of SJSU Library as a more important information source.

	Very or Relatively Familiar
Most Freq.	70.1%
Freq.	65.4
Some	50.4
Infrequent	53.9
Least	44.6

9) The proportion of students indicating that the Professor mentions the library increases as the frequency of SJSU Library as an information source increases.

	Mentions Library
Most freq.	44.2%
Freq.	41.2%
Some	31.6%
Infrequent	30.0%
Least	29.9%

E. Faculty Use of Research Assistants

Summary of survey results:

Faculty who used research assistant last semester to do library research:

Yes	14.8%
No	85.2%

Faculty who employ library research assistants are more likely to be:

1) Professors, or Associates.

Professor	17.1%
Associate	19.0
Assistant	12.1
Instructor	5.0
Lecturer	7.0

2) Faculty in the Schools of Business, Education, Science and Social Science.

Applied Arts	7.1%
Business	25.0
Education	20.0
Engineering	11.6
Humanities	6.8
Science	18.2
Social Science	20.0

3) Tenured or Probationary.

Tenured	17.7%
Probationary	16.3
Temporary	5.6

4) Faculty who have taught 11-15 years.

1 - 5	13.2%
6 - 10	9.4%
11 - 15	21.9%
16 - 20	14.8%
21 +	12.2%

5) Faculty who use other libraries also.

Use other libraries and ass'ts	76.9%
Use other libraries but not ass'ts	69.2%

III. LIBRARY HOURS AND SECURITY

General Summary of results:

	Students	Faculty
Library Open When Needed		
Yes	67.3%	78.4%
No	4.2	2.1
Usually	28.4	19.5
Desire Early Morning Hours M - F	39.7	23.3
Desire Later Evening HoursM - Th	58.2	35.1
Desire Later Friday Evening	46.3	31.8
Desire Later Saturday Evening	51.9	24.7
Desire Earlier Sunday Morning	53.0	31.5
Desire Later Sunday Evening	60.8	31.3

The majority of students and faculty are fairly satisfied with the library hours, with less faculty than students finding the hours somewhat inconvenient. Later hours on Mondays - Thursdays and Sundays is the preferred choice of students.

A. Library Open When Needed

1) Students who were dissatisfied were more likely to be:

a) Night school students.

	Usually	No
Day	23.9%	2.8%
Evening	35.0	13.0
Day & Evening	33.7	4.5

b) Part-time.

	Usually	No
Full-time	27.2%	3.6%
Part-time	29.4	7.5

(95% confidence)

c) Graduates.

	Usually	No
Freshman	19.8%	2.1%
Sophomores	29.8	3.8
Juniors	25.4	4.1
Seniors	28.4	3.7
Graduates	35.8	7.4

(95% confidence)

d) Students who had attended SJSU three or more semesters.

	Usually	No
1st	22.2%	5.8%
2nd	20.7	2.6
3rd	31.5	7.0
4th +	31.5	3.9

2) Faculty who were dissatisfied were more likely to be:

a) Faculty who taught primarily in the evening.

	Usually	No
Day	18.5%	1.4%
Evening	21.1	3.9

b) Business, Science, Social Science, and Applied Arts faculty.

	Usually	No
Applied Arts	20.0%	0.0%
Business	16.7	8.3
Education	12.5	2.5
Engineering	16.3	0.0
Humanities	18.9	0.0
Science	23.2	2.0
Social Science	21.3	4.0

c) Probationary.

	Usually	No
Tenured	17.0%	1.1%
Probationary	37.2	2.3
Temporary	18.5	3.7

3) In both faculty and students, the most frequent users were less satisfied with the hours than less frequent users.

	Usually and No (Student)	Usually and No (Faculty)
3x/wk	43.6%	28.6%
1-2x/wk	36.7	22.9
once/2 wk	38.8	23.1
once/mon.	29.8	21.8
less	24.1	14.8
never	20.1	8.6

B. Extended Hours

The more frequent the use, the greater the proportion of students who believe extended hours to be very important.

	Very Imp.
3x/wk	53.7%
1-2x/wk	41.3
once/2 wk	36.5
once/mon.	26.3
less	15.9
never	7.3

1) Both day and evening students.

	Very Imp.
Day	26.5%
Evening	22.0
Day & Evening	36.5

2) Full-time

	Very Imp.
Full-time	30.1%
Part-time	20.4

(95% confidence)

3) Black, Chicano.

	Very Imp.
Asian	37.6%
Black	48.4
Chicano	45.8
White	23.9

4) Young.

	Very Imp.
17 - 22	29.6%
23 - 30	29.9
31 - 40	20.7
	(95% confidence)

C. Additional Hours - Monday-Thursday Evenings

1) Sophomores and freshman rather than seniors or graduate students.

	Yes
Freshman	49.2%
Sophomores	53.6
Juniors	46.3
Seniors	37.3
Graduate	41.5

2) Students with a GPA of 2.00 - 2.99.

	Yes
3.60 - 4.00	40.4%
3.00 - 3.59	38.1
2.60 - 2.99	52.1
2.00 - 2.59	50.0
Below 2.00	45.8

3) Black, Chicano.

	Yes
Asian	54.1%
Black	59.7
Chicano	59.7
White	39.5

4) Young.

	Yes
17 - 22	49.5%
23 - 30	40.0
31 - 40	30.8

D. Additional Hours - Sunday Evening

Students preferring these hours were more likely to be:

1) Both day and evening students.

	Yes
Day	45.3%
Evening	40.7
Day & Evening	53.5
(95% confidence)	

2) Full-time.

	Yes
Full-time	48.3%
Part-time	40.5
(95% confidence)	

3) Students who had attended SJSU for more semesters.

	Yes
1st	37.6%
2nd	43.5
3rd	47.9
4th +	51.4
(95% confidence)	

4) Students having a lower grade point average.

	Yes
3.60 - 4.00	38.9%
3.00 - 3.59	46.7
2.60 - 2.99	50.8
2.00 - 2.59	54.4
Below 2.00	50.0

5) Chicano.

	Yes
Asian	57.1%
Black	56.5
Chicano	67.6
White	43.1

6) Young.

	Yes
17 - 22	51.5%
23 - 30	45.5
31 - 40	29.0

E. Security

Summary of results:

IMPROVEMENT IN HUMAN SECURITY

	Very Important	Important	Not Important	No Opinion
Students	21.2%	32.9	24.9	21.1
Faculty	13.5%	32.4	23.6	30.5

Improvement in Materials Security

	Very Important	Important	Not Important	No Opinion
Students	31.2%	39.7	12.5	16.6
Faculty	52.2	28.9	6.5	12.4

A higher proportion of students are concerned about human safety than faculty; a very high proportion of faculty are concerned with losses in the library book and periodicals collection.

1) Human safety. Both a greater proportion of female faculty and students believe human security to be very important.

	Very Important	
	Students	Faculty
Female	24.6%	19.7%
Male	10.7	8.3

2) Materials security. Faculty believing this to be very important were more likely to be:

a) Faculty who taught primarily in the evening.

	Very Important
Day	44.4%
Evening	50.0
	(95% confidence)

b) Full-time.

	Very Important
Full-time	47.9%
Part-time	34.7

c) Faculty in the Schools of Applied Arts, Business and Humanities.

	Very Important
Applied Arts	57.1%
Business	62.5
Education	30.0
Engineering	30.2
Humanities	52.7
Science	35.4
Social Science	49.3

d) Tenured.

	Very Important
Tenured	48.9%
Probationary	41.9
Temporary	38.9

e) Faculty who have taught 11-15 years.

	Very Important
1 - 5	38.0%
6 - 10	43.7
11 - 15	52.0
16 - 20	49.2
21 +	45.9
	(95% confidence)

IV. REFERENCE AND INFORMATION SERVICES

General Summary of survey results:

Improvement - Reorganizing the Library

	Very Important	Important	Not Important	No opinion
Students	39.5%	21.6	21.2	17.8
Faculty	25.5%	17.1	25.5	31.8

A higher proportion of students than faculty believe library reorganization to be very important. The results indicate that greater percent of students perceive the present library arrangement as creating greater use difficulties.

Service Satisfaction

REFERENCE

	Satisfied	Dissatisfied	Not Used	Not aware
Students	73.2	13.5	12.2	1.1
Faculty	86.1	7.3	6.3	0.3

COMPUTER SEARCH

	Satisfied	Dissatisfied	Not Used	Not aware
Students	10.5	2.1	45.7	41.7
Faculty	30.5	6.1	45.7	17.6

DIRECTIONAL ASSISTANCE DESK

	Satisfied	Dissatisfied	Not Used	Not aware
Students	67.9	10.9	18.7	2.6
Faculty	62.9	6.2	29.0	1.9

GOVERNMENT DOCUMENTS

	Satisfied	Dissatisfied	Not Used	Not aware
Students	20.5	6.2	56.2	17.1
Faculty	48.1	5.7	40.4	5.7

A) Reorganizing the Library and Directional Assistance

1) Students who believed reorganizing the library to be very important were more likely to be:

a) Students attending both day and evening classes.

	Very Important
Day	31.8%
Evening	17.9
Day & Evening	39.0

b) Full-time.

	Very Important
Full-time	34.0%
Part-time	23.4
	(95% confidence)

c) Social Science and Humanities majors.

	Very Important
Applied Arts	39.9%
Business	30.3
Education	33.7
Engineering	23.3
Humanities	42.5
Science	31.1
Social Science	44.8
	(95% confidence)

d) Female

	Very Important
Female	37.1%
Male	27.8

2) Faculty who believed reorganizing the library to be very important were more likely to be:

a) Faculty who taught primarily in the evening.

	Very Important
Day	20.8%
Evening	26.3 (95% confidence)

b) Assistants, Instructors and Lecturers. The proportion of faculty believing reorganization to be important decreases as rank increases.

	Very Important
Professor	18.4%
Associate	20.7
Assistants	25.9
Instructors	25.0
Lecturer	26.8
	(95% confidence)

c) Applied Arts, Social Science, Business and Humanities and Arts faculty.

	Very Important
Applied Arts	34.3%
Business	29.2
Education	12.5
Engineering	9.3
Humanities	25.7
Science	11.1
Social Science	30.7

d) Temporary or Probationary.

	Very Important
Tenured	18.4%
Probationary	27.9
Temporary	27.8

e) Faculty who had less years of teaching experience at SJSU.

	Very Important
1 - 5	27.3%
6 - 10	26.6
11 - 15	25.3
16 - 20	14.8
21 +	11.2

3) Students who were satisfied with Directional Assistance were more likely to be:

a) Chicanos. Blacks were more dissatisfied than other groups and a smaller proportion of Asians had used the service.

	Satisfied	Dissatisfied	Not Used	Not Aware
Asians	53.3%	10.6	21.1	4.5
Blacks	54.8	17.7	9.7	3.2
Chicanos	59.7	9.7	16.7	1.4
Whites	55.3	7.6	14.8	1.5

(95% confidence)

b) Students who used the library more than once a month.

	Satisfied
3x/wk	69.1%
1-2x/wk	65.0
once/2wks	68.2
once/mon.	64.1
less	46.9
never	13.4

c) Students who perceive faculty as very familiar with the library. The greater is the perceived familiarity of the faculty, the greater the proportion who have used the directional service.

	Used	Satisfied
Very Familiar	73.0%	66.4%
Relatively	69.0	59.9
Know little	65.3	53.8
Never mentioned	49.3	40.3

d) Students who indicated that the professor mentions the library.

	Satisfied
Yes	64.9%
No	49.6

4) If courses rarely or never require library resources in the perception of students, the proportion using the directional services is less.

	Used
Frequent	70.8%
Sometimes	75.0
Rare	56.9
Never	29.5

B) Reference and Computer Search Services

1) Students who are proportionately more satisfied with reference services are more likely to be:

a) Business (88.5% of total users and science (87.2% of total users) majors. The greatest proportion of total users were humanities and arts and education. The least proportion was engineering. Education majors were proportionately the most dissatisfied.

	Satisfied	Dissatisfied	Used
Applied Arts	59.5%	11.9%	71.4%
Business	61.2	7.9	69.1
Education	63.7	17.5	81.2
Engineering	54.3	9.7	64.0
Humanities	70.0	11.7	81.7
Science	60.7	8.9	69.6
Social Science	63.8	13.8	77.6

b) Students who use the library more than once a month.

	Satisfied	Dissatisfied
3x/wk	69.1%	13.4%
1-2x/wk	74.8	8.0
once/2wk	74.0	9.9
once/mon.	67.2	14.9
less	50.3	12.5
never	13.4	6.1

c) Students who perceive that faculty are familiar with the library. A much larger proportion of this group has also used the service.

	Satisfied	Dissatisfied	Used
Very familiar	70.7%	11.4%	82.1%
Relatively	65.5	10.7	76.2
Know little	54.7	15.8	70.5
Never mention	44.8	9.3	54.1

d) Students who indicate that their courses required use of library resources. A smaller proportion of students whose courses rarely or never required use of the library used reference service:

	Satisfied	Dissatisfied	Used
Frequently	69.1%	13.1%	82.2%
Sometimes	69.0	12.7	81.7
Rare	52.1	8.8	60.9
Never	26.4	6.9	33.3

2) A higher proportion of faculty who perceive upper division students as very familiar with the library were dissatisfied with the reference service.

	Satisfied	Dissatisfied
Very familiar	72.0%	12.0%
Relatively familiar	80.7	4.5
Know little	78.8	8.3
Never mentioned	45.8	6.3

3) A higher proportion of students who perceive faculty as very familiar with the library had used the computer search services and were aware of the existence of the service.

	Used	Not Aware
Very familiar	17.1%	27.1%
Relatively familiar	10.6	34.9
Know little	9.0	38.0
Never mentioned	4.8	31.9

4) A higher proportion of students who indicated that their courses frequently require use of library resources have used the computer search service.

	Used
Frequently	15.8%
Sometimes	11.3
Rare	6.3
Never	5.6

5) A higher proportion of faculty who perceive upper division students as very familiar with the library are satisfied with the service and have used the service.

	Satisfied	Dissatisfied	Used
Very familiar	52.0%	4.0%	56.0%
Relatively familiar	28.2	4.5	32.7
Know little	25.0	8.3	33.3
Never mentioned	6.3	2.1	8.4

C) Government Documents

1) Students who are proportionately more satisfied with this service are more likely to be:

a) Education majors. (94% of all users)

	Satisfied	Dissatisfied	Used
Applied Arts	21.4%	3.0%	24.4%
Business	16.6	6.1	22.7
Education	17.5	1.2	18.7
Engineering	13.2	6.6	19.8
Humanities	8.3	2.5	10.8
Science	13.3	4.4	17.7
Social Science	20.7	6.0	26.7

The greatest proportion of dissatisfied students is engineering majors (33% of all users). The highest proportion of total users is social science and the lowest humanities and arts.

b) Chicanos, Blacks or Whites. Asians are proportionately more dissatisfied and not aware of the service than other groups.

	Satisfied	Dissatisfied	Not Aware
Asians	15.0%	7.3%	17.5%
Blacks	37.1	8.1	11.3
Chicanos	27.8	5.6	13.9
Whites	14.3	3.8	12.8

c) Students who use other libraries. A greater proportion of these students also use government documents.

	Satisfied	Dissatisfied	Used
Yes	19.7%	5.1%	24.8%
No	11.5	4.7	16.2

d) Students who indicated that the professor mentions the library. A greater proportion of these students also use government documents.

	Satisfied	Dissatisfied	Used
Yes	22.2%	4.4%	26.6%
No	13.2	5.3	18.5

2) Students who used government documents were more likely to be:

a) Students who indicated that courses frequently require use of library resources.

	Used
Frequently	36.7%
Sometimes	21.5
Rarely	14.9
Never	9.1

b) Students who perceive professor as very familiar with the library.

	Used
Very familiar	33.2%
Relatively familiar	23.5
Know little	18.4
Never mentioned	14.4

c) Students who use the SJSU Library more frequently.

	Used
3x/wk	32.2%
1-2x/wk	26.9
once/2 wks	24.4
once/mon.	23.3
less	17.0
never	5.1

3) Faculty who used government documents were more likely to be:

a) Faculty who more frequently used the SJSU Library.

	Used
3x/wk	65.7%
1-2x/wk	60.0
once/2 wks	51.8
once/mon.	39.1
less	22.2
never	13.0

b) Faculty who more frequently used other libraries.

	Used
3x/wk	53.4%
once/wk	48.0
once/2wks	47.9
less	43.1

V. LIBRARY INSTRUCTION

Summary of the survey results:

Card Catalog Use

Students perception:

Hard to use - 10.9%

Easy to use - 58.9%

Sometimes need help - 30.2

Desire more instruction in use of the library

	Yes	No
Students	71.1%	28.7%
Faculty	50.4	49.3

Students are generally more interested in increased availability of library instruction than faculty.

Preferences for type of instruction -

	Students	Faculty
Asking Librarian	82.6%	80.6%
AV for self study	72.2	72.1
Research lectures	70.1	73.2
General tours	57.9	84.1
Computer	55.5	59.1
Major field	50.7	67.2
English Lower Div. Course	48.7	56.9
Self paced workbook	43.1	51.1
Any lower div. course	42.7	58.2

Faculty and students both demonstrate a strong preference for individual assistance by a reference librarian.

Faculty and student preferences are quite similar except in the strong faculty preference for the tours relative to students and the somewhat proportionately greater support for the English lower division library unit (a one to two hour session) and library instruction in the major field.

Service Improvements --

Better written guides:

	Very Important	Important	Not Important	No Opinion
Students	38.4%	38.1%	10.4%	13.0%
Faculty	14.9	37.9	25.9	21.3

Faculty proportionately express less need for improved orientation materials. Survey results indicated that proportionately more students saw this as one of the three most important areas for improvement of services.

A) Students who do not find the Card Catalog easy to use are more likely to be:

a) Asians

	Need Help	Hard to Use
Asian	29.7%	12.6%
Black	33.9	3.2
Chicano	20.8	12.5
White	21.6	6.9

B) More Library Instruction

1) Students who favor more instruction in the use of the library are more likely to be:

a) Students attending classes only in the daytime or both days and evenings.

	Yes
Day	55.7%
Evening	40.7
Day & Evening	61.4

b) Sophomores

	Yes
Freshman	51.3%
Sophomores	66.2
Juniors	54.3
Seniors	57.4
Graduates	51.1

c) Students who have attended SJSU three semesters or more.

	Yes
1st	45.9%
2nd	52.6
3rd	62.7
4th +	59.5

d) Blacks.

	Yes
Asian	66.7%
Black	74.2
Chicano	69.4
White	51.8

2) Faculty who favor more instruction in the use of the Library are more likely to be:

a) Full-time

	Yes
Full-time	43.9%
Part-time	34.7

b) Associates

	Yes
Professor	44.3%
Associate	51.7
Assistants	28.1
Instructors	45.0
Lecturers	38.0

(95% confidence)

c) Faculty in the School of Humanities and Arts. Engineering and Science faculty are proportionately least interested.

	Yes
Applied Arts	48.6%
Business	45.8
Education	37.5
Engineering	25.6
Humanities	62.2
Science	24.5
Social Science	50.7

d) Tenured.

	Yes
Tenured	44.7
Probationary	40.5
Temporary	37.0

e) Faculty who have taught for over 11 years.

	Yes
1 - 5	35.0%
6 - 10	39.1
11 - 15	49.4
16 - 20	45.9
21 +	45.9

f) Female.

	Yes
Female	50.8%
Male	39.2 (95% confidence)

g) Faculty who do not use assistants to do library research

Use	Yes
Ass'ts	36.9%
Do not use	43.5
	(95% confidence)

C) Asking a Librarian

1) Students who prefer asking a librarian are more likely to be:

a) Students who attend daytime classes or both day and evening classes.

	Preferred
Day	60.3%
Evening	47.2
Day & Evening	64.0

b) Full-time.

	Preferred
Full-time	61.6%
Part-time	51.7
	(95% confidence)

c) Sophomores.

	Preferred
Freshman	47.6%
Sophomores	70.2
Juniors	60.1
Seniors	61.7
Graduates	58.5

d) Social Science, Humanities, Applied Arts, Education and Business majors. Engineering and Science have lowest proportion although still over half favor.

	Preferred
Applied Arts	65.5%
Business	62.2
Education	63.7
Engineering	54.1
Humanities	65.8
Science	53.3
Social Science	68.1
	(95% confidence)

2) Faculty who prefer asking a librarian are more likely to be:

a) Professors, Associates, Assistants.

	Preferred
Professors	67.5%
Associates	66.7
Assistant	65.5
Instructor	45.0
Lecturer	48.6
	(95% confidence)

b) In the School of Education. The lowest proportion is in the Engineering faculty.

	Preferred
Applied Arts	67.1%
Business	62.5
Education	72.5
Engineering	46.5
Humanities	67.5
Science	63.3
Social Science	62.2
	(95% confidence)

c) Probationary or Tenured.

	Preferred
Tenured	67.3%
Probationary	67.4
Temporary	51.4
	(95% confidence)

d) Moderate users of SJSU Library (once every two weeks)

	Preferred
3x/wk	67.6%
1-2x/wk	67.6%
once/2wk	77.6%
once/mon.	62.1%
less	55.6%
never	4.3%

e) Faculty who use research assistants.

	Preferred
Use Assistants	72.3%
Do not use	62.0

D) Audio-visual Aids for Self Study

1) Students who prefer audio-visual aids are more likely to be:

a) Students who attend daytime or both day and evening classes.

	Preferred
Day	52.1%
Evening	40.7
Day & Evening	56.7

b) Sophomores. The preference for audio-visual aids gradually declines with advance in class although it is still quite high (64%) for graduate students.

	Preferred
Freshman	47.6%
Sophomores	62.0
Juniors	52.5
Seniors	51.6
Graduates	47.7

c) Social Science and Applied Arts majors. Science and Business majors have the lowest proportions.

	Preferred
Applied Arts	59.5%
Business	47.9
Education	52.5
Engineering	52.1
Humanities	56.7
Science	42.2
Social Science	61.2
	(95% confidence)

d) Asians, Blacks and Chicanos.

	Preferred
Asian	59.3%
Black	62.9
Chicano	61.1
White	49.9
	(95% confidence)

2) Faculty who prefer audio-visual aids are more likely to be:

a) Full-time.

	Preferred
Full-time	60.9%
Part-time	37.3

b) Full Professors.

	Preferred
Professor	65.4%
Associate	55.2
Assistant	44.8
Instructor	55.0
Lecturer	42.3
	(95% confidence)

c) Education faculty. Engineering have the lowest proportion who favor.

	Preferred
Applied Arts	62.9%
Business	62.5
Education	72.5
Engineering	32.6
Humanities	66.2
Science	45.5
Social Science	60.0
	(95% confidence)

d) Tenured faculty.

	Preferred
Tenured	62.4%
Probationary	48.8
Temporary	47.2
	(95% confidence)

e) Faculty with more years of teaching experience at SJSU.

	Preferred
1 - 5	45.5%
6 - 10	45.3
11 - 15	64.4
16 - 20	72.1
21 +	64.3

f) Faculty who are moderate or light users of the library.

	Preferred
3x/2wk	54.3%
1-2x/wk	61.0
once/2 wks	63.9
once/mon.	60.9
less	53.1
never	8.7

g) Faculty who use assistants for library research.

	Preferred
Use Ass'ts	63.1%
Do not use	56.0
	(95% confidence)

E) Research Lectures

1) Students who prefer lectures on research are more likely to be:

a) Students who attend classes during the day or both day and evenings.

	Preferred
Day	51.3%
Evening	40.7
Day & Evening	53.5

b) Sophomores. Freshman have lowest proportion.

	Preferred
Freshman	41.7%
Sophomores	58.7
Juniors	49.3
Seniors	53.3
Graduates	51.1
	(95% confidence)

c) Students who have attended SJSU more semesters.

	Preferred
1st	37.2%
2nd	46.1
3rd	54.5
4th +	56.7

d) Social Science, Humanities, or Education majors.

	Preferred
Applied Arts	54.2%
Business	49.5
Education	58.7
Humanities	58.3
Science	48.1
Social Science	60.3
Engineering	42.8
	(95% confidence)

e) Blacks.

	Preferred
Asians	60.2%
Black	67.7
Chicano	59.7
White	47.3

2) Faculty who prefer lectures on research are more likely to be:

a) Full-time.

	Preferred
Full-time	61.4%
Part-time	50.7

b) Applied Arts Faculty. Science has the lowest proportion.

	Preferred
Applied Arts	77.1%
Business	66.7
Education	62.5
Engineering	46.5
Humanities	59.5
Science	41.4
Social Science	66.7

c) Probationary.

	Preferred
Tenured	59.6%
Probationary	67.4
Temporary	56.5

d) Females.

	Preferred
Female	68.9%
Male	55.1
	(95% confidence)

e) Faculty who use the Library once or twice a week.

	Preferred
3x/wk	62.9%
1-2x/wk	69.5
once/2 wks	60.2
once/month	55.2
less	59.3
never	21.7

f) Faculty who use assistants to do library research.

	Preferred
Use Ass'ts	66.2%
Do not use	58.4
	(95% confidence)

F) Tours

1) Students who prefer tours are more likely to be:

a) Students who attend daytime classes or day and evening classes.

	Preferred
Day	43.1%
Evening	27.6
Day & Evening	46.2

b) Sophomores. The preference for tours declines with advance in class status.

	Preferred
Freshman	39.0%
Sophomores	51.9
Junior	42.0
Senior	42.5
Graduate	38.6

c) Students who have attended three or more semesters.

	Preferred
1st	45.9%
2nd	52.6
3rd	62.7
4th +	59.5

d) Applied Arts, Social Science and Humanities majors.

	Preferred
Applied Arts	51.8%
Business	42.6
Education	40.0
Engineering	37.7
Humanities	48.3
Science	37.0
Social Science	50.9

(95% confidence)

e) Blacks. The proportion of Blacks "not aware" is higher.

	Preferred	Not Aware
Asian	48.4%	16.3%
Black	56.5	21.0
Chicano	47.2	6.9
White	40.5	15.5

f) Heavy library users (three times a week or more)

	Used
3x/wk	30.9%
1-2x/wk	24.8
once/2 wks	23.9
once/month	26.7
less	13.4
never	5.6

2) Faculty who prefer tours are more likely to be:

a) Full-time.

	Preferred
Full-time	70.7%
Part-time	50.7

b) Humanities and Arts, Applied Arts and Social Sciences faculty.

	Preferred
Applied Arts	75.7%
Business	66.7
Education	62.5
Engineering	48.8
Humanities	79.7
Science	56.6
Social Science	74.3

c) Probationary or tenured.

	Preferred
Tenured	70.5%
Probationary	69.8
Temporary	58.3
	(95% confidence)

d) Faculty who have taught at SJSU for 16-20 years.

	Preferred
1 - 5	58.7%
6 - 10	70.3
11 - 15	69.8
16 - 20	77.0
21 +	68.4

e) Female

	Preferred
Female	72.1%
Male	65.6
	(95% confidence)

f) Faculty who do not use other libraries.

	Used
Use other libraries	36.3%
Do not use	20.7
	(95% confidence)

g) Faculty who frequently require use of library resources.

	Used
Frequently	46.7%
Sometimes	34.1
Rarely	16.3
Never	5.4

h) Faculty who perceive upper division students as very familiar and lower division students as relatively familiar with the library.

	(U.D.) Used	(L.D.) Used
Very familiar	44.0%	33.3%
Relatively familiar	34.7	46.2
Know little	33.3	36.7
Never mentioned	10.4	15.6

G) Computer Instruction

1) Students who prefer computer instruction are more likely to be:

a) Students who attend classes both days and evenings.

	Preferred
Day	37.9%
Evening	30.9
Day & Evening	47.0

b) Engineering and social science majors.

	Preferred
Applied Arts	39.3%
Business	38.9
Education	37.5
Engineering	46.7
Humanities	35.0
Science	37.0
Social Science	44.8

c) Male.

	Preferred
Female	34.7%
Male	44.8
	(95% confidence)

d) Asians.

	Preferred
Asians	59.3%
Black	51.6
Chicano	44.4
White	34.2

2) Faculty who prefer computer instruction are more likely to be:

a) Faculty who teach primarily in the evening.

	Preferred
Day	44.3%
Evening	53.9
	(95% confidence)

c) Asians, Blacks, and Chicanos.

	Preferred
Asian	50.4
Black	53.2
Chicano	50.0
White	32.0

d) Older students.

	Preferred
17 - 22	34.8%
23 - 30	38.6
31 - 40	43.8
	(95% confidence)

e) Students who use SJSU Library more frequently.

	Preferred
3x/wk	48.3%
1-2x/wk	48.4
once/2 wks	43.6
once/month	38.5
less	33.0
never	6.7

2) Faculty who prefer upper division instruction are more likely to be:

a) Full-time.

	Preferred
Full-time	55.0%
Part-time	46.7

b) Applied Arts, Humanities and Arts and Social Science faculty. Engineering faculty are proportionately least in favor of upper division instruction.

	Preferred
Applied Arts	67.1%
Business	41.7
Education	50.0
Engineering	27.9
Humanities	63.5
Science	44.4
Social Science	60.8

c) Faculty who have taught at SJSU 21 or more years.

	Preferred
1 - 5	48.8%
6 - 10	43.7
11 - 15	59.3
16 - 20	47.5
21 +	64.3

b) Education faculty. The lowest proportion preferring is in the Engineering faculty.

	Preferred
Applied Arts	52.5%
Business	58.3
Education	70.0
Engineering	34.9
Humanities	41.9
Science	38.1
Social Science	41.9

c) Tenured.

	Preferred
Tenured	49.1%
Probationary	44.2
Temporary	39.3
	(95% confidence)

d) Faculty who have taught 16-20 years at SJSU.

	Preferred
1 - 5	38.7%
6 - 10	39.1
11 - 15	50.6
16 - 20	57.4
21 +	49.0
	(95% confidence)

e) Females.

	Preferred
Female	50.4%
Male	44.3
	(95% confidence)

H) Upper Division Instruction in the Major Field

1) Students who prefer are more likely to be:

a) Daytime students or students attending both day and evening classes.

	Preferred
Day	37.2%
Evening	29.3
Day & Evening	39.2

b) Education and Social Science majors.

	Preferred
Applied Arts	40.5%
Business	33.3
Education	47.5
Engineering	33.9
Humanities	43.3
Science	34.8
Social Science	46.6
	(95% confidence)

d) Female.

	Preferred
Female	62.3%
Male	49.8
	(95% confidence)

e) Faculty who use assistants to do library research.

	Preferred
Use Assts	61.5%
Do not use	52.4
	(95% confidence)

I) Lower Division Instruction in English Courses

1) Students who prefer are more likely to be:

a) Students who attend both day and evening classes.

	Preferred
Day	31.1%
Evening	24.4
Day & Evening	33.5

b) Students in the third semester at SJSU.

	Preferred
1st	22.7%
2nd	31.2
3rd	40.6
4th +	31.6

c) Social Science majors.

	Preferred
Applied Arts	35.7%
Business	30.4
Education	35.0
Engineering	25.7
Humanities	30.0
Science	25.2
Social Science	41.4
	(95% confidence)

d) Chicanos.

	Preferred
Asian	42.3%
Black	46.8
Chicano	51.4
White	26.0

e) Students who use the Library more frequently.

	Preferred
3x/wk	42.3
1-2x/wk	38.6
once/2 wks	36.5
once/mon.	32.1
less	29.8
never	4.5

2) Faculty who prefer are more likely to be:

a) Associates

	Preferred
Professor	48.7%
Associate	54.4
Assistant	44.8
Instructor	20.0
Lecturer	42.3
	(95% confidence)

b) Applied Arts. A small proportion of the science and engineering favor.

	Preferred
Applied Arts	60.0%
Business	41.7
Education	51.3
Engineering	30.2
Humanities	54.1
Science	33.3
Social Science	51.4
	(95% confidence)

c) Tenured Faculty.

	Preferred
Tenured	51.8%
Probationary	39.5
Temporary	38.0
	(95% confidence)

d) Faculty who have taught at SJSU 21 or more years.

	Preferred
1 - 5	36.4%
6 - 10	46.0
11 - 15	52.3
16 - 20	44.3
21 +	57.1
	(95% confidence)

J) A Self-Paced Library Skills Course

1) Students who prefer are more likely to be:

a) Sophomores

	Preferred
Freshman	27.8%
Sophomores	38.0
Juniors	31.8
Seniors	29.0
Graduates	29.5

b) Blacks.

	Preferred
Asian	45.9%
Black	53.2
Chicano	41.7
White	25.9

c) Students who use the library more frequently.

	Preferred
3x/wk	47.7%
1-2x/wk	40.4
once/2 wks	39.0
once/mon.	31.8
less	23.0
never	6.7

2) Faculty who prefer the self-paced course are more likely to be:

a) Faculty who teach primarily in the evening.

	Preferred
Day	37.6%
Evening	57.9

b) Full-time.

	Preferred
Full-time	43.9%
Part-time	24.3

c) Professors.

	Preferred
Professor	65.4%
Associates	55.2
Assistant	44.8
Instructor	55.0
Lecturer	42.3
	(95% confidence)

d) Education faculty. A very small proportion of the Engineering faculty prefer.

	Preferred
Applied Arts	41.4%
Business	58.3
Education	70.0
Engineering	18.6
Humanities	33.8
Science	30.6
Social Science	48.6

e) Tenured.

	Preferred
Tenured	44.5%
Probationary	41.9
Temporary	30.8
	(95% confidence)

f) Faculty who have taught over five years at SJSU.

	Preferred
1 - 5	29.2*
6 - 10	40.6
11 - 15	46.5
16 - 20	54.1
21 +	41.8
	(95% confidence)

g) Faculty who use the library more than once a week or less than a month.

	Preferred
3x/wk	47.1%
1-2x/wk	48.6
once/2 wks	39.3
once/mon.	34.5
less	46.9
never	4.3

K) Lower Division Instruction in Any Course

1) Students who prefer are more likely to be:

a) Daytime students and students attending both day and evening classes.

	Preferred
Day	35.3%
Evening	25.2
Day & Evening	35.7
	(95% confidence)

b) Sophomores.

	Preferred
Freshman	33.7%
Sophomore	41.3
Junior	33.7
Senior	33.4
Graduate	32.4

c) Social Science Majors.

	Preferred
Applied Arts	34.5%
Business	33.3
Education	37.5
Engineering	28.4
Humanities	38.3
Science	29.6
Social Science	45.7
	(95% confidence)

d) Females.

	Preferred
Female	37.3%
Male	31.8
	(95% confidence)

e) Blacks.

	Preferred
Asian	42.7%
Black	56.5
Chicano	48.6
White	30.9

f) Students who use the library more frequently.

	Preferred
3x/wk	45.0%
1-2x/wk	43.5
once/2wks	39.4
once/mon.	35.9
less	32.7
never	6.7

2) Faculty who prefer are more likely to be:

a) Full-time.

	Preferred
Full-time	43.9%
Part-time	37.8

b) Business and Humanities and Arts. Engineering faculty are the least in favor.

	Preferred
Applied Arts	41.4%
Business	58.3
Education	42.5
Engineering	23.3
Humanities	58.1
Science	33.7
Social Science	36.5
	(95% confidence)

c) Female.

	Preferred
Female	53.3%
Male	38.4
	(95% confidence)

L) Students who believe better written guides are very important are more likely to be attending school days and evenings and use the library less frequently.

	Very Important
Day	31.1%
Evening	26.0
Day & Evening	35.1

	Very Important
3x/wk	33.6%
1-2x/wk	32.9
once/2 wks	31.0
once/mon.	40.2
less	36.1
never	8.9

VI. COURSE REQUIREMENTS FOR USE OF LIBRARY RESOURCES AND STUDENT/FACULTY PERCEPTIONS OF LIBRARY KNOWLEDGE.

General Summary of results:

Courses requiring use of the library:

	Student	Faculty
Frequently	19.9%	31.2%
Sometimes	38.9	39.4
Rarely	31.3	21.0
Never	9.9	8.4

The low response rate on the faculty survey probably contains a bias toward frequent library users. This is substantiated by the figures which indicate that the group of faculty responding see the courses as requiring library use much more frequently than the students.

Familiarity with the Library

	Student Responses	Faculty Responses	
	Faculty in major field	Lower Div. Student	Upper Div. Student
Very familiar	16.2%	0.9%	6.1%
Relatively	43.4	11.4	49.5
Know little	16.5	57.3	32.4
Never mention	23.7	30.1	11.8

In the last week, Professor mentioned the Library:

Yes	36.0%
No	63.9%

A. Course Requirements

1) There is a direct relationship between the frequency of courses requiring library resources and frequency of SJSU Library as a source of consultation.

	Course Req. Frequently	Course Req. Never
SJSU Most Freq.	32.5%	3.6%
SJSU Least Freq.	11.9	19.8

2) There is an inverse relationship between a course requiring library resources and the importance of the professor as a source of consultation.

	Course Req. Frequently	Course Req. Never
Prof. Freq.	14.6%	12.2%
Prof. Least	21.2	6.7

3) The highest proportions of students stating that library resources are required frequently are majors in education, social sciences and humanities and arts.

	Course Req. Freq.
Applied Arts	26.2%
Business	15.6
Education	37.5
Engineering	7.0
Humanities	30.8
Science	19.3
Social Science	29.3

4) Graduates report the highest proportion in frequently required to consult library resources.

	Course Req. Freq.
Freshman	16.6%
Sophomores	10.1
Juniors	17.1
Seniors	23.7
Graduates	32.4

5) Students attending both night and day classes had the greatest proportion indicating library resources are frequently required. Evening students have the highest proportion reporting that the courses never do.

	Course Req. Freq.	Never
Day	16.6%	9.6%
Evening	19.5	22.8
Day & Evening	27.0	6.5

6) Faculty using SJSU as a source of consultation have a higher proportion of those requiring more frequent use of library resources. 69% of those listing SJSU as the least frequent source of consultation rarely or never require use of library resources in their courses.

Consult SJSU	Course Req. Freq.
Most Freq.	36.9%
Some	21.7
Least	17.2

7) A substantial proportion of instructors and lecturers teach courses rarely or never requiring library resources.

	Courses Req. Rare or Never
Professor	23.3%
Associate	15.5
Assistant	34.4
Instructor	40.0
Lecturer	50.7

8) A higher proportion of Applied Arts faculty frequently require use of library resources, while a high proportion of business, science and engineering faculty never do.

	Course Req. Freq.	Never
Applied Arts	41.4%	2.9%
Business	29.2	20.8
Education	35.0	0.0
Engineering	11.6	16.3
Humanities	33.8	4.1
Science	24.2	16.2
Social Science	30.7	5.3

B. Student Perceptions

1) If the student indicated that the Professor mentioned the library within the last week, the student is more likely to:

a) see SJSU as an important source of consultation

Consult SJSU	Prof. Mentioned
Most Freq.	44.2%
Least	29.9

b) be a social science major. The lowest proportion is in engineering.

	Prof. Mentioned
Applied Arts	37.5%
Business	36.7
Education	40.0
Engineering	22.2
Humanities	41.7
Science	35.6
Social Science	52.2

2) Students who perceive faculty in the field as very familiar with the library are more likely to:

a) see SJSU as an important source of consultation

Consult SJSU	Very Familiar
Most Freq.	21.2 %
Least	12.4

b) be a social science or humanities and arts major.

	Very Familiar
Applied Arts	18.5%
Business	11.4
Education	22.5
Engineering	7.0
Humanities	26.7
Science	12.6
Social Science	26.1

c) graduate student.

	Very Familiar
Freshman	10.2%
Sophomore	10.1
Junior	12.0
Senior	19.1
Graduate	29.0

C. Faculty Perceptions

1) A small proportion of Instructors perceive upper division students as familiar with the library.

	Familiar
Professor	57.7%
Associate	56.9
Assistant	51.8
Instructor	25.0
Lecturer	38.0
	(95% confidence)

2) Over half of Science, Education, Social Science, and Applied Arts faculty perceive upper division students as at least relatively familiar with the library. A high proportion of Business, Humanities and Arts, and Social Science faculty believe upper division students know little.

	Familiar	Know Little
Applied Arts	51.4%	30.0%
Business	37.5	41.7
Education	53.8	30.8
Engineering	46.5	20.9
Humanities	48.6	39.2
Science	55.6	19.2
Social Science	52.0	38.7

VII. CIRCULATION SERVICES

Summary of Survey Results:

Service Satisfaction:

	Satisfied		Dissatisfied		Not Used		Not Aware	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Circulation	56.0%	79.5%	13.8%	12.7%	20.9%	6.8%	9.3%	1.1%
Interlibrary Loan	13.4	52.6	4.7	10.8	48.6	32.8	33.3	3.7
Reserve Book Rorm	63.7	72.7	12.3	9.9	21.6	16.0	2.3	1.3

A greater proportion of the student users are dissatisfied with Interlibrary Loan (26.0%) than Circulation (19.8%) or Reserve (16.2%). A substantial number of students are not aware of Interlibrary Loan, while almost all are familiar with reserve services.

A greater proportion of faculty users are dissatisfied with Interlibrary Loan (17.0%) than Circulation (13.8%) or Reserve (12.0%). In all cases, proportion of dissatisfied users is lower among faculty than students.

Service Improvements:

	Very Important		Important		Not Important		No Opinion	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Automating Circulation	24.4%	31.3%	29.5%	27.7%	15.1%	17.5%	30.8%	23.5%
Telephone Renewal	33.4	38.9	33.7	32.5	19.4	22.4	13.5	6.2
Staff Help - Bookstacks	25.9	8.9	35.4	26.6	25.4	49.7	13.3	14.7
Staff Help - Service Desks	22.0	12.8	44.5	42.4	22.1	26.7	11.5	18.1
Shelving Materials	36.1	43.2	38.6	37.2	11.4	5.8	13.9	13.9

Of the service improvements in the Circulation area, the majority believe the most important service improvement to be shelving materials more quickly. Faculty, understandably, see more staff help in the bookstacks as less important than students and to some extent this is true of more staff help on service desks also. Both faculty and students believe telephone renewal to be the next very important service improvement after shelving. Faculty give automating circulation third priority, but students favor more staff help in bookstacks over automating circulation.

Service Difficulties.

	% Reporting Difficulties	
	Students	Faculty
Interlibrary Loan - Can't Keep Materials Long	13.6%	16.1%
Reserve - Can't Keep Materials Long	34.4	12.7
Reserve - Long line	20.5	13.2
Reserve - Checked Out	37.3	24.4
Reserve - Missing Vols.	21.9	21.8
Reserve - Torn Out Pages	17.2	19.1

The most common difficulty with Reserve in both students and faculty was that someone else had the material checked out. A substantial number of students experienced difficulty with the length of time they could keep materials.

Locations Usually Checked When Looking for Books

	Students	Faculty
Sorting	52.6%	72.5%
Delivery Trucks	15.0	46.1
Location File	43.1	63.5
Circulation Desk	53.5	83.3

Faculty were more thorough, knowledgeable and persistent searchers than students.

A. Circulation Desk Service and Shelving

1) Those students satisfied with the Circulation service are more likely to be:

a) Students who perceive faculty in their field as very familiar with the library.

	Satisfied
Very familiar	56.3%
Relatively familiar	48.9
Know little	37.2
Never mention	35.8

2) Faculty satisfied with the Circulation services are more likely to be:

a) Faculty who frequently or sometimes require use of library resources in their courses.

	Satisfied
Frequently	68.6%
Sometimes	75.1
Rarely	59.3
Never	43.2

b) Faculty who use other libraries once every two weeks or less.

	Satisfied
3x/wk	46.7%
once/wk	58.0
once/2 wks	76.1
less	70.5

(95% confidence)

3) Students who believe improvements in shelving materials quickly very important are more likely to be:

a) Chicanos.

	Very Important
Asian	37.0%
Black	41.9
Chicano	48.6
White	26.0

b) Social Science and Education majors. The smallest proportion is Engineering students.

	Very Important
Applied Arts	36.3%
Business	26.4
Education	40.0
Engineering	22.1
Humanities	32.5
Science	34.1
Social Science	41.4

4) Faculty who believe improvements in shelving materials quickly very important are more likely to be:

a) Associates.

	Very Important
Professor	38.6%
Associate	48.3
Assistant	34.5
Instructor	35.0
Lecturer	28.2

b) frequent users of SJSU Library.

	Very Important
3x/wk	65.7%
1-2x/wk	50.5
once/2 wks	40.7
once/mon.	31.0
less	18.5
never	8.7

c) faculty who have taught 11-15 years at SJSU.

	Very Important
1 - 5	32.2%
6 - 10	32.8
11 - 15	54.0
16 - 20	31.1
21 +	33.7

d) in Humanities and Arts and Social Science. Engineering faculty have the smallest proportion.

	Very Important
Applied Arts	41.4%
Business	37.5
Education	32.5
Engineering	18.6
Humanities	48.6
Science	27.3
Social Science	48.0
	(95% confidence)

e) faculty who teach in the evening.

	Very Important
Day	36.0%
Evening	42.1
	(95% confidence)

5) Students who believe that more staff at the service desks is important are more likely to be:

a) female.

	Very Important
Female	23.2%
Male	12.9

b) Black and Chicano.

	Very Important
Asian	17.5%
Black	38.7
Chicano	29.2
White	16.8

c) Applied Arts and Education majors. Engineering majors have lowest proportion:

	Very Important
Applied Arts	25.6%
Business	15.8
Education	23.7
Engineering	12.4
Humanities	16.7
Science	15.6
Social Science	20.7

d) full-time.

	Very Important
Full-time	18.9%
Part-time	13.9
	(95% confidence)

6) Students who believe that more staff assistance in the bookstacks is an important service improvement are more likely to be:

a) female.

	Very Important
Female	24.5%
Male	18.3
	(95% confidence)

b) Blacks and Chicanos.

	Very Important
Asian	37.6%
Black	48.4
Chicano	45.8
White	23.9

c) social science and education majors. The smallest proportions are in science and engineering.

	Very Important
Applied Arts	26.2%
Business	20.8
Education	32.5
Engineering	14.0
Humanities	21.7
Science	13.3
Social Science	31.0

d) full-time.

	Very Important
Full-time	22.3
Part-time	16.4
	(95% confidence)

7) Students who believe that telephone renewal is an important service improvement are more likely to be:

a) graduate students.

	Very Important
Freshman	22.5%
Sophomore	25.5
Junior	26.4
Senior	27.4
Graduate	39.8

b) female.

	Very Important
Female	33.0%
Male	22.7

c) Blacks.

	Very Important
Asian	30.5%
Black	50.0
Chicano	34.7
White	24.6

d) education, social science and humanities and arts majors.

	Very Important
Applied Arts	25.0%
Business	25.6
Education	42.5
Engineering	20.5
Humanities	36.7
Science	24.4
Social Science	37.1
	(95% confidence)

e) students attending both day and evening classes.

	Very Important
Day	25.4
Evening	22.8
Day & Evening	34.7

f) moderate users of SJSU library. As frequency of use increases, so does the proportion believing telephone renewal is not important.

	Very Important	Not Important
3x/wk	31.5%	26.2%
1-2x/wk	34.3	21.0
once/2 wks	29.8	17.8
once/mon	32.1	15.3
less	24.4	13.6
never	11.2	3.9

B. Book Stack Areas - Faculty and Staff Searching Patterns

1) Students who search sorting areas are more likely to be:

a) students attending both day and evening classes.

	Searched
Day	37.3%
Evening	27.9
Day & Evening	46.4

b) full-time.

	Searched
Full-time	40.1%
Part-time	31.2
	(95% confidence)

c) students attending SJSU more semesters.

	Searched
1st	22.7%
2nd	31.3
3rd	40.7
4th +	47.4

d) education, applied arts, humanities and arts majors.

	Searched
Applied Arts	48.8%
Business	33.5
Education	53.7
Engineering	32.3
Humanities	46.6
Science	41.4
Social Science	44.0

e) female.

	Searched
Female	44.0%
Male	34.7

f) Blacks.

	Searched
Asian	45.6%
Black	59.7
Chicano	47.9
White	35.7

g) very frequent SJSU library users.

	Searched
3x/wk	54.8%
1-2x/wk	49.0
once/2 wks	45.2
once/mon.	47.5
less	28.7
never	9.0

2) Faculty who search sorting areas are more likely to be:

a) full-time. However, more full-time faculty indicated that they did not check the sorting areas.

	Searched	Not Searched
Full-time	61.9%	24.6%
Part-time	49.3	8.2

b) Associates. A higher proportion of full Professors indicated that they did not usually check the sorting areas.

	Searched	Not Searched
Professor	58.8%	26.8%
Associate	71.9	19.3
Assistant	61.4	15.8
Instructor	60.0	15.0
Lecturer	48.6	15.7

(95% confidence)

c) social science faculty. Business and engineering have the lowest proportion.

	Searched
Applied Arts	53.6%
Business	47.8
Education	52.5
Engineering	41.9
Humanities	65.8
Science	58.6
Social Science	78.7

d) faculty who have taught from 6-20 years at SJSU.

	Searched
1 - 5	51.3%
6 - 10	70.3
11 - 15	67.4
16 - 20	70.5
21 +	49.0

e) very frequent SJSU library users.

	Searched
3x/wk	79.4%
1-2x/wk	71.4
once/ 2 wks	68.5
once/mon.	53.5
less	43.7
never	17.4

f) faculty who use research assistants.

	Searched
Use	66.2%
Do not use	58.8

(95% confidence)

3) Students who search delivery trucks are more likely to be:

a) students with a higher grade point average.

	Searched
3.60 - 4.00	16.5%
3.00 - 3.59	11.7
2.60 - 2.99	10.2
2.00 - 2.59	7.9
below	4.2
unknown	6.9
	(95% confidence)

b) Asian.

	Searched
Asian	14.0%
Black	9.7
Chicano	8.5
White	10.6
	(95% confidence)

c) older.

	Searched
17 - 22	9.0%
23 - 30	12.4
31 - 40	17.5
	(95% confidence)

d) more frequent users of SJSU library.

	Searched
3x/wk	19.0%
1-2x/wk	15.8
once/2 wks	12.9
once/mon.	9.6
less	7.1
never	3.9

4) Faculty who search delivery trucks are more likely to be:

a) full-time. However, more full-time faculty indicated they did not search.

	Searched	Not Searched
full-time	38.7%	47.2%
part-time	32.4	25.7

b) Associates.

	Searched
Professor	36.6%
Associate	55.2
Assistant	38.6
Instructor	40.0
Lecturer	25.4
	(95% confidence)

c) social science faculty.

	Searched
Applied Arts	31.4%
Business	30.4
Education	32.5
Engineering	9.3
Humanities	39.2
Science	33.3
Social Science	64.9

d) probationary.

	Searched
Tenured	39.5%
Probationary	52.4
Temporary	26.9

e) faculty who have taught from 11-15 years at SJSU.

	Searched
1 - 5	32.2%
6 - 10	39.1
11 - 15	47.7
16 - 20	41.0
21+	32.0

f) more frequent users of SJSU library.

	Searched
3x/wk	60.6%
1-2x/wk	46.7
once/2 wks	47.2
once/mon.	33.3
less	16.0
never	13.0

5) Students who search the location file are more likely to be:

a) students attending both day and evening classes or daytime classes only.

	Searched
Day	31.8%
Evening	22.1
Day & Evening	34.8

b) social science majors.

	Searched
Applied Arts	35.1%
Business	29.2
Education	36.2
Engineering	29.2
Humanities	33.6
Science	35.8
Social Science	40.5

(95% confidence)

c) Blacks and Asians. A higher proportion of Chicanos indicated that they did not check the sorting areas.

	Searched	Not Searched
Asian	39.7%	40.1%
Black	42.6	41.0
Chicano	35.2	52.1
White	29.5	40.8

d) very frequent users of SJSU library.

	Searched
3x/wk	42.9%
1-2x/wk	37.2
once/2 wks	40.2
once/mon.	35.4
less	25.7
never	9.6

6) Faculty who search the location file are more likely to be:

a) social science faculty.

	Searched
Applied Arts	49.3%
Business	43.5
Education	52.5
Engineering	27.9
Humanities	58.1
Science	49.5
Social Science	64.0

b) tenured.

	Searched
Tenured	56.4%
Probationary	52.4
Temporary	39.3

c) faculty who have taught 11-15 years at SJSU.

	Searched
1 - 5	42.1%
6 - 10	52.4
11 - 15	68.6
16 - 20	62.3
21 +	42.9

d) female.

	Searched
Female	59.5%
Male	47.9
	(95% confidence)

e) more frequent SJSU library users.

	Searched
3x/wk	73.5%
1-2x/wk	65.7
once/2 wks	54.6
once/mon.	49.4
less	33.7
never	8.7

f) faculty who use research assistants.

	Searched
Use ass'ts	55.4%
Do not use	50.8
	(95% confidence)

7) Students who check at the Circulation Desk are more likely to be:

a) students who attend both day and evening classes and daytime classes only.

	Searched
Day	39.5%
Evening	33.9
Day & Evening	41.4
	(95% confidence)

b) Applied Arts majors.

	Searched
Applied Arts	48.2%
Business	39.0
Education	41.8
Engineering	34.1
Humanities	37.0
Science	43.2
Social Science	42.6
	(95% confidence)

c) Blacks and Chicanos.

	Searched
Asian	42.6%
Black	50.8
Chicano	60.6
White	36.6

d) more frequent SJSU library users.

	Searched
3x/wk	52.7%
1-2x/wk	48.6
once/2 wks	45.3
once/mon.	43.1
less	35.3
never	10.1

8) Faculty who check at the Circulation Desk are more likely to be:

a) full-time.

	Searched
Full-time	73.8%
Part-time	45.9

b) Associates.

	Searched
Professor	72.4%
Associate	89.7
Assistant	63.2
Instructor	60.0
Lecturer	47.9

c) social science and humanities and arts faculty.

	Searched
Applied Arts	64.3%
Business	69.6
Education	72.5
Engineering	41.9
Humanities	77.0
Science	65.7
Social Science	81.3
	(95% confidence)

d) tenured.

	Searched
Tenured	76.2%
Probationary	73.8
Temporary	49.1

e) faculty who have taught between 6-20 years at SJSU.

	Searched
1 - 5	52.9%
6 - 10	81.3
11 - 15	83.7
16 - 20	82.0
21 +	60.2

f) more frequent SJSU library users.

	Searched
3x/wk	85.3%
1-2x/wk	78.1
once/2 wks	81.5
once/mon.	66.7
less	50.6
never	21.7

g) faculty who use research assistants.

	Searched
Use ass'ts	78.5%
Do not use	67.6
	(95% confidence)

C. Interlibrary Loan (ILL)

1) Student users of ILL are more likely to be:

a) science majors. Business and social science are the smallest proportion of users, and the least satisfied. Education and science majors are the most satisfied.

	Used	Satisfied
Applied Arts	17.9%	12.5%
Business	8.9	5.5
Education	17.4	16.2
Engineering	14.7	11.6
Humanities	15.8	10.8
Science	22.2	18.5
Social Science	12.9	6.9

(95% confidence)

b) Blacks and Chicanos.

	Used	Satisfied
Asian	16.7%	11.8%
Black	22.5	17.7
Chicano	22.2	15.3
White	12.3	9.5

(95% confidence)

2) Frequent users are more satisfied with ILL services.

	Satisfied
3x/wk	14.8%
1-2x/wk	14.7
once/2 wks	14.0
once/mon.	11.8
less	7.4
never	1.7

3) The proportion of students using ILL is directly related to the frequency of the course requiring library resources.

	Satisfied
Freq.	17.9%
Some	11.8
Rare	6.8
Never	4.9

4) A higher proportion of Blacks have experienced difficulties with the ILL loan period (i.e., can't keep the material long enough).

	Problem
Asian	14.6%
Black	27.4
Chicano	15.3
White	8.0

5) A greater proportion of faculty who use other libraries use ILL.

	Used
Yes	62.1%
No	36.2

6) Faculty who are dissatisfied with ILL are more likely to be:

a) frequent SJSU library users. The more often faculty use the library, the more likely they are to use ILL.

	Satisfied	Dissatisfied
3x/wk	57.1%	11.4%
1-2x/wk	48.6	18.1
once/2 wks	61.1	5.6
once/mon.	42.5	8.0
less	27.2	4.9
never	13.0	4.3

b) more frequent users of other libraries.

	Satisfied	Dissatisfied
3x/wk	43.3%	13.3%
once/wk	40.0	16.0
once/2 wks	50.7	11.3
less	48.2	6.3

(95% confidence)

c) faculty who believe upper division students know little about the library.

	Satisfied	Dissatisfied
very familiar	52.0%	12.0%
relatively familiar	49.5	7.4
know little	45.5	15.2
never mention	31.2	4.2

7) Faculty reporting difficulty with the ILL loan period are more likely to be:

a) full-time.

	Problem	No Problem
full-time	14.0%	44.1%
part-time	10.7	18.7

D. Reserve

1) Student users of reserve are more likely to be:

a) Blacks, who are more satisfied than other groups.

	Used	Satisfied
Asian	72.0%	55.7%
Black	75.8	64.5
Chicano	66.7	54.2
White	58.6	50.9

b) students who indicated that professor mentions the library.

	Used
Yes	68.1%
No	58.2

(95% confidence)

c) students who perceive faculty as familiar with the library. These students are also somewhat more proportionately satisfied.

	Used	Satisfied
very familiar	69.4%	60.7%
relatively familiar	67.8	58.0
know little	61.6	50.9
never mention	48.6	37.6

d) students who state that their courses frequently or sometimes require use of library resources.

	Used
frequently	73.2%
sometimes	72.3
rarely	53.2
never	23.6

2) Students experiencing difficulty with Reserve materials being checked out are more likely to be:

a) students attending both day and evening classes. Total users is greater also in this group.

	Problem	Used
Day	26.9%	47.9%
Evening	22.8	48.8
Day & Evening	32.7	55.9

(95% confidence)

b) seniors. Percentage of total users is greatest in seniors and graduates.

	Problem	Used
Freshman	12.3%	31.6%
Sophomore	31.2	52.8
Junior	23.0	45.4
Senior	39.2	58.5
Graduate	28.4	59.6

c) social science. Least proportion is in business. The percentage or total users is also greatest in social science.

	Problem	Used
Applied Arts	33.3%	58.9%
Business	23.8	44.7
Education	30.0	55.0
Engineering	29.1	47.3
Humanities	30.0	50.8
Science	25.2	51.1
Social Science	41.4	65.5

(95% confidence)

d) Blacks.

	Problem	Used
Asian	33.3%	50.8%
Black	45.9	68.9
Chicano	30.6	55.6
White	26.0	49.3

3) Faculty experiencing difficulty with Reserve materials being checked out are more likely to be:

a) instructors.

	Problem	Used
Professor	18.4%	43.8%
Associate	13.8	51.7
Assistant	8.6	34.5
Instructor	40.0	55.0
Lecturer	18.3	38.0

(95% confidence)

b) engineering and applied arts faculty. Humanities and arts, social science and applied arts faculty have proportionately more users.

	Problem	Used
Applied Arts	25.7%	48.6
Business	16.7	37.5
Education	12.5	42.5
Engineering	20.9	32.5
Humanities	17.6	51.4
Science	5.1	25.3
Social Science	24.0	50.0

(95% confidence)

c) frequent users of SJSU library who also make proportionately more use of reserve services.

	Problem	Used
3x/wk	20.0%	60.0%
1-2x/wk	21.0	47.7
once/2 wks	18.5	51.8
once/mon.	12.6	37.9
less	16.0	33.3
never	13.0	13.0

4) Students experiencing a problem with waiting in line at Reserve Desk are more likely to be:

a) social science majors who are also proportionately the greatest users. Business and science majors have smallest proportions.

	Problem	Used
Applied Arts	20.2%	56.5%
Business	10.4	43.4
Education	15.0	52.5
Engineering	15.5	47.3
Humanities	18.3	49.1
Science	11.1	47.4
Social Science	25.9	62.1

(95% confidence)

b) Blacks, who also have the greatest proportion of users.

	Problem	Used
Asian	15.4%	49.1%
Black	33.3	63.3
Chicano	19.4	52.7
White	14.2	47.7

(95% confidence)

5) Faculty experiencing a problem with waiting in line at Reserve Desk are more likely to be:

a) applied arts faculty.

	Problem	Used
Applied Arts	17.1%	44.2%
Business	4.2	29.2
Education	7.5	42.5
Engineering	11.6	32.5
Humanities	6.8	48.7
Science	3.0	26.2
Social Science	10.7	58.7

b) very frequent SJSU library users. However, infrequent library users have proportionately more problems relative to the percentage of users.

	Problem	Used
3x/wk	14.3%	57.2%
1-2x/wk	9.5	45.7
once/2 wks	9.3	49.1
once/mon.	5.7	39.0
less	9.9	30.9
never	8.7	13.0

6) Students experiencing a problem with length of Reserve loan period are more likely to be:

a) students who attend both day and evening classes, who also have the highest proportion of users.

	Problem	Used
Day	24.7%	47.9%
Evening	17.1	48.0
Day & Evening	31.5	55.7

b) applied arts majors. Business majors have smallest proportion.

	Problem	Used
Applied Arts	35.7%	60.1%
Business	20.7	44.0
Education	23.7	53.7
Engineering	23.6	47.2
Humanities	28.3	51.6
Science	25.2	49.6
Social Science	32.8	65.6

(95% confidence)

c) Blacks, who also have the highest proportion of users.

	Problem	Used
Asian	30.5%	50.0%
Black	43.3	66.6
Chicano	29.2	58.4
White	23.6	49.1

7) Faculty experiencing a problem with length of Reserve loan period are more likely to be:

a) engineering and applied arts faculty.

	Problem	Used
Applied Arts	15.7%	42.8%
Business	0.0	29.2
Education	7.5	42.5
Engineering	16.3	30.3
Humanities	6.8	50.0
Science	1.0	25.2
Social Science	9.3	57.3

8) Students experiencing a problem with missing volumes in Reserve are more likely to be:

a) social science majors, who also have the highest proportion of users.

	Problem	Used
Applied Arts	21.4%	57.7%
Business	14.1	43.0
Education	16.5	49.4
Engineering	19.0	46.1
Humanities	12.5	50.0
Science	11.9	47.5
Social Science	27.0	62.7

b) Blacks. Blacks also have a higher proportion of users than other groups.

	Problem	Used
Asian	19.1%	47.1%
Black	33.3	68.3
Chicano	18.3	49.3
White	14.8	47.4

9) Faculty experiencing a problem with missing volumes in Reserve are more likely to be:

a) applied arts faculty.

	Problem	Used
Applied Art s	22.9%	50.0%
Business	12.5	37.5
Education	12.5	45.0
Engineering	9.3	27.9
Humanities	17.6	48.7
Science	6.1	25.3
Social Science	12.2	56.8

(95% confidence)

10) Students experiencing a problem with torn out pages in Reserve materials are more likely to be:

a) Students attending both evening and day classes. This group also has the highest proportion of Reserve users.

	Problem	Used
Day	12.0%	46.3%
Evening	9.8	46.4
Day & evening	16.2	53.7

(95% confidence)

b) sophomores and seniors.

	Problem	Used
Freshman	9.1%	31.6%
Sophomore	17.0	50.5
Junior	9.6	45.0
Senior	17.8	55.7
Graduate	9.1	54.6

c) social science, applied arts and engineering majors. Humanities and arts majors have the smallest proportion.

	Problem	Used
Applied Arts	17.3%	58.4%
Business	10.1	42.5
Education	10.1	49.3
Engineering	17.1	46.9
Humanities	7.5	50.0
Science	8.9	47.4
Social Science	18.3	60.0

d) Blacks, who have the highest proportion of users.

	Problem	Used
Asian	19.9%	47.4%
Black	25.0	65.0
Chicano	11.3	50.7
White	10.8	47.5

11) Faculty experiencing a problem with torn out pages in Reserve materials are more likely to be:

a) full-time

	Problem	Used
Full-time	16.6%	43.7%
Part-time	10.7	41.4

(95% confidence)

b) instructors and professors.

	Problem	Used
Professor	19.3%	43.9%
Associate	14.0	54.4
Assistant	5.2	31.1
Instructor	20.0	55.0
Lecturer	14.1	38.0

(95% confidence)

c) applied arts faculty.

	Problem	Used
Applied Arts	25.7%	50.0%
Business	20.8	33.3
Education	5.0	42.5
Engineering	16.3	30.3
Humanities	14.9	50.0
Science	7.1	28.3
Social Science	20.3	58.1

d) frequent SJSU library users.

	Problem	Used
3x/wk	17.6%	58.8%
1-2x/wk	19.0	46.6
once/2 wks	16.7	51.0
once/mon.	14.9	41.3
less	11.1	32.1
never	8.7	13.0

VIII. PERIODICALS AND NEWSPAPERS

Summary of Survey Results:

Service Satisfaction:

	Satisfied	Dissatisfied	Not Used	Not Aware
Periodical Collection				
Faculty	60.1%	31.1%	6.6%	2.1%
Newspapers -				
Students	49.7	8.7	39.5	2.1
Faculty	44.6	12.0	41.8	1.6

Service Improvements:

	Very Important		Important		Not Important		No Opinion	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Closed Periodical Stacks	10.1%	11.4%	23.2%	21.8%	34.1%	50.4%	32.6%	16.4%
More Periodical Subscriptions	27.0	44.9	37.9	34.1	17.6	12.6	17.5	8.5

Both students and faculty are more interested in increasing the number of periodical subscriptions. A much higher proportion of faculty believe this to be very important than students. There is little interest in having closed bound periodical bookstacks.

Service Difficulties:

	% Reporting Difficulties	
	Students	Faculty
Missing		
Current Periodicals	42.7%	54.9%
Bound Periodicals	52.7	67.7
Mutilated (torn out pages)		
Current Periodicals	32.3	42.9
Bound Periodicals	39.5	61.9
Checked out		
Current Periodicals	38.0	38.3
Bound Periodicals	48.0	51.9
Long Line (too much waiting)		
Current Periodicals	23.2	16.8
Bound Periodicals	31.9	24.7
Loan Period too short		
Current Periodicals	28.9	23.8
Bound Periodicals	32.2	20.1

The most common problem students encounter is missing bound periodicals or periodicals which they perceive as being checked out. Few bound periodicals are checked out because of very limited external circulation policies so periodicals perceived as being checked are actually being used in-house. The bound periodicals are in an open access stack arrangement while the current periodicals are in a largely closed stack (faculty only are permitted access) arrangement. Since problems in

the missing and checked out areas are somewhat less common, it is possible that the closed stack arrangement reduces the incidence of problems in these areas.

Faculty most commonly encounter problems with missing bound periodicals and mutilated bound periodicals.

Periodical Usage Policies for Faculty:

	Preferred
Library Use only	
Current	42.1%
Bound	26.9
Overnight	
Current	27.4
Bound	20.9
Two Days	
Current	14.9
Bound	28.1
One Week	
Current	11.3
Bound	19.0
No Opinion	
Current	4.1
Bound	4.9

Library use only for current periodicals is preferred by a majority of faculty. Present policy is to allow faculty to check out for overnight use. There is no clear consensus on the bound volumes, where about one quarter of the faculty prefer two days and another quarter prefer library use only. However, 47.8% prefer overnight or library use only.

Preferred Arrangement for Bound Periodicals:

	Prefer
Alphabetical by Title	43.6%
Call Number	55.9

If by Call Number:

	Prefer
Arranged as they are now: (in a separate call no. sequence but near books of the same classification)	53.8%
Shelved together with the books	20.4
In a separate room	19.2
No opinion	6.2
Other	0.4

By a slight majority, faculty prefer a call number arrangement for bound periodicals, and slightly over half prefer to keep things as they are at present.

A. Periodical Collection

1) Students who believe more periodical subscriptions are very important are more likely to be:

a) applied arts majors. Engineering majors have the lowest proportion.

	Very Important
Applied Arts	32.1%
Business	20.1
Education	25.0
Engineering	17.1
Humanities	22.5
Science	19.3
Social Science	25.9
	(95% confidence)

b) Blacks and Chicanos.

	Very Important
Asian	23.2%
Black	43.5
Chicano	40.3
White	19.8

2) Faculty who believe more periodical subscriptions are very important are more likely to be:

a) full-time.

	Very Important
Full-time	43.0%
Part-time	24.0

b) social science. Engineering faculty have the lowest proportion.

	Very Important
Applied Arts	32.9%
Business	41.7
Education	35.0
Engineering	23.3
Humanities	41.9
Science	35.4
Social Science	60.0

c) probationary and tenured.

	Very Important
Tenured	44.0%
Probationary	44.2
Temporary	28.7

d) faculty who have taught 11-15 years.

	Very Important
1 - 5	33.9%
6 - 10	43.7
11 - 15	48.3
16 - 20	42.6
21 +	33.7
	(95% confidence)

e) frequent library users.

	Very Important
3x/wk	54.3%
1-2x/wk	51.4
once/2 wks	38.9
once/mon.	39.1
less	27.2
never	13.0

f) faculty who employ research assistants.

	Very Important
Use Ass'ts	52.3%
Do not use	37.5

(95% confidence)

3) Faculty who are satisfied with the periodical collection are more likely to be:

a) education, humanities and arts, and science faculty. The social science and business faculty have the highest proportion who are dissatisfied.

	Satisfied	Dissatisfied
Applied Arts	45.7%	27.1%
Business	41.7	41.7
Education	60.0	20.0
Engineering	34.9	11.6
Humanities	59.5	25.7
Science	57.6	19.2
Social Science	48.0	44.0

b) frequent library users.

	Satisfied	Dissatisfied
3x/wk	65.7%	25.7%
1-2x/wk	56.2	30.5
once/2 wks	59.3	27.8
once/mon.	51.7	26.4
less	39.5	25.9
never	13.0	8.7

c) faculty who do <u>not</u> use other libraries.

	Satisfied	Dissatisfied
Use	50.5%	30.1%
Do not use	53.8	17.7%

(95% confidence)

d) faculty who use other libraries less often.

	Satisfied	Dissatisfied
3x/wk	33.3%	36.7%
once/wk	40.0	34.0
once/2 wks	56.3	29.6
less	54.9	24.3

(95% confidence)

e) faculty who perceive upper division students as very familiar with the library.

	Satisfied	Dissatisfied
Very familiar	68.0%	24.0%
Relatively familiar	58.9	24.8
Know little	50.0	34.8
Never mention	20.8	22.9

B. Newspapers

1) Students who are satisfied with the newspapers are more likely to be:

a) Black. Asians are more dissatisfied than other groups.

	Satisfied	Dissatisfied
Asian	45.5%	12.2%
Black	53.2	6.5
Chicano	50.0	9.7
White	37.2	5.1

b) less frequent users of the other libraries.

	Satisfied	Dissatisfied
3x/wk	39.6%	12.9%
once/wk	48.1	7.6
once/2 wks	42.6	7.2
once/mon.	40.3	6.0
never	37.0	6.2

(95% confidence)

c) students who said the Professor mentioned the library.

	Satisfied	Dissatisfied
yes	43.5%	6.6%
no	37.8	7.3

(95% confidence)

d) students who perceive the faculty as familiar with the library.

	Satisfied	Dissatisfied
Very familiar	43.7%	6.6%
Relatively familiar	42.8	6.5
Know little	42.7	10.3
Never mention	31.3	5.7

2) Faculty who are more satisfied with the newspapers are more likely to be:

a) faculty who perceive upper division students as less familiar with the library.

	Satisfied	Dissatisfied
Very familiar	28.0%	24.0%
Relatively familiar	44.6	6.9
Know little	39.4	14.4
Never mention	10.4	6.3

C. Periodicals - Missing Issues or Volumes

1) Students experiencing problems with missing issues or volumes are more likely to be:

a) students who attend both day and evening classes.

	Current	Bound
Day	31.9%	41.1%
Evening	26.8	28.5
Day & Evening	37.0	47.0

b) full-time.

	Bound
Full-time	43.2%
Part-time	31.8
	(95% confidence)

c) seniors, graduates and sophomores.

	Bound
Freshman	28.9%
Sophomores	44.2
Junior	37.4
Senior	48.5
Graduate	46.6

d) applied arts, business, education and social science majors.

	Current	Bound
Applied Arts	41.7%	50.0%
Business	37.5	42.2
Education	39.2	53.7
Engineering	26.7	31.5
Humanities	26.7	45.8
Science	22.2	35.6
Social Science	36.5	50.0

e) Blacks.

	Current
Asian	43.7%
Black	50.0
Chicano	37.5
White	41.2
	(95% confidence)

2) Faculty experiencing problems with missing issues or volumes are likely to be:

a) full-time.

	Current	Bound
Full-time	46.1%	60.6%
Part-time	28.0	40.0

b) applied arts, education, and social science faculty.

	Current	Bound
Applied Arts	54.3%	67.1%
Business	41.7	75.0
Education	52.5	70.0
Engineering	25.6	39.5
Humanities	41.9	48.6
Science	31.3	45.5
Social Science	52.7	66.7

c) moderate library users.

	Current	Bound
3x/wk	32.4%	45.7%
1-2x/wk	56.2	70.5
once/2 wks	50.0	72.2
once/mon.	39.1	49.4
less	30.9	43.2
never	21.7	21.7

D) Periodicals - Mutilated Issues or Volumes

1) Students experiencing problems are more likely to be:

a) students who attend classes both days and evenings or days only.

	Bound
Day	31.3%
Evening	26.0
Day & Evening	31.7

b) sophomores and seniors.

	Bound
Freshman	27.3%
Sophomores	36.5
Junior	26.4
Senior	34.7
Graduate	30.7

c) applied arts majors.

	Current	Bound
Applied Arts	34.5%	39.3%
Business	28.8	34.0
Education	25.0	31.6
Engineering	22.5	26.4
Humanities	15.0	30.0
Science	16.3	25.9
Social Science	23.5	25.0

d) Asian and Black. More Chicanos (38.9%) report no problems than Whites (33.3%), Asians (25.2%) or Blacks (29.0%).

	Bound
Asian	37.4%
Black	38.7
Chicano	30.6
White	28.3

e) students who use the library once a month or more often.

	Bound
3x/wk	37.6%
1-2x/wk	34.3
once/2 wks	39.7
once/mon.	37.4
less	26.2
never	7.8

2) Faculty experiencing problems are more likely to be:

a) full-time.

	Current
full-time	35.6%
part-time	20.0

b) associates and instructors.

	Current
Professor	32.5%
Associate	45.6
Assistant	27.6
Instructor	50.0
Lecturer	22.5
	(95% confidence)

c) applied arts faculty (current). Business and applied arts faculty (bound)

	Current	Bound
Applied Arts	48.6%	65.7%
Business	33.3	66.7
Education	42.5	55.0
Engineering	23.3	30.2
Humanities	29.7	51.4
Science	21.2	40.4
Social Science	35.1	56.0
	(95% confidence)	

d) moderate or frequent users of SJSU library.

	Current	Bound
3x/wk	35.3%	45.7%
1-2x/wk	40.0	67.6
once/2 wks	34.3	57.4
once/mon.	34.5	49.4
less	22.2	34.6
never	21.7	21.7

E. Periodicals - Checked Out to Other Borrowers

1) Students experiencing problems were more likely to be:

a) education majors.

	Current
Applied Arts	34.1%
Business	33.2
Education	38.7
Engineering	26.7
Humanities	21.7
Science	25.2
Social Science	27.6

2) Faculty experiencing problems were more likely to be:

a) professors, associates and instructors.

	Current	Bound
Professor	32.0%	44.7%
Associate	32.8	44.8
Assistant	19.0	29.3
Instructor	35.0	45.0
Lecturer	18.3	32.4
	(95% confidence)	

b) applied arts, business and social science faculty.

	Bound
Applied Arts	47.1%
Business	50.0
Education	37.5
Engineering	34.9
Humanities	36.5
Science	33.3
Social Science	52.0
	(95% confidence)

c) very frequent library users (for current periodicals). Moderate library users (for bound periodicals).

	Current	Bound
3x/wk	37.1%	28.6%
1-2x/wk	28.6	45.7
once/2 wks	31.5	46.3
once/mon.	29.9	46.0
less	21.0	37.0
never	17.4	8.0

F. Periodicals - Delays in Check-Out Service

1) Students experiencing problems are more likely to be:

a) graduate students and sophomores.

	Current	Bound
Freshman	10.7%	20.3%
Sophomores	23.6	28.4
Juniors	15.1	22.4
Seniors	17.1	25.6
Graduates	23.9	31.2

c) education and applied arts majors (for current periodicals), humanities and arts, and education (for bound periodicals).

	Current	Bound
Applied Arts	24.4%	29.8%
Business	15.3	20.8
Education	27.5	35.0
Engineering	16.7	22.5
Humanities	15.0	36.7
Science	11.1	18.5
Social Science	15.5	25.0

d) Black.

	Current	Bound
Asian	18.3%	26.4%
Black	29.0	37.1
Chicano	18.1	22.2
White	16.6	24.1
	(95% confidence)	

2) Faculty experiencing problems are more likely to be:

a) full-time.

	Current	Bound
Full-time	13.2%	19.8%
Part-time	8.0	17.3
	(95% confidence)	

b) applied arts and education faculty.

	Bound
Applied Arts	24.3%
Business	12.5
Education	25.0
Engineering	11.6
Humanities	17.6
Science	17.2
Social Science	24.0
	(95% confidence)

c) instructors.

	Current
Professor	14.9%
Associate	10.3
Assistant	3.4
Instructor	20.0
Lecturer	12.7
	(95% confidence)

d) frequent users (Current), moderate users (Bound).

	Current	Bound
3x/wk	25.7%	17.1%
1-2x/wk	13.3	21.0
once/2wks	10.2	22.2
once/mon.	12.6	21.8
less	6.2	14.8
never	17.4	13.0

G. Periodicals - Loan Period

1) Students experiencing problems are more likely to be:

a) students who attend classes both days and evenings.

	Current
Day	21.1%
Evening	15.4
Day & Evening	25.7

b) applied arts and education majors. Science and engineering majors have the lowest proportion.

	Current
Applied Arts	30.4%
Business	20.3
Education	27.5
Engineering	16.7
Humanities	22.5
Science	15.6
Social Science	22.4

c) Black.

	Current	Bound
Asian	25.6%	31.3%
Black	40.3	38.7
Chicano	27.8	37.5
White	19.4	21.8

2) Faculty experiencing problems are more likely to be:

a) business, social science, and applied arts faculty.

	Current	Bound
Applied Arts	20.0%	18.6%
Business	20.8	20.8
Education	17.5	15.0
Engineering	20.9	11.6
Humanities	10.8	13.5
Science	14.1	11.1
Social Science	20.0	20.0

(95% confidence)

b) frequent library users.

	Current	Bound
3x/wk	31.4%	20.0%
1-2x/wk	21.0	15.2
once/2 wks	15.7	19.4
once/mon.	17.2	17.2
less	9.9	9.9
never	17.4	13.0

H. Use of Current and Bound Periodical Collections

1) Students using the periodical collections are more likely to be:

a) students attending both day and evening classes.

	Current	Bound
Day	53.3%	59.7%
Evening	51.2	51.3
Day & Evening	62.0	70.2

b) full-time.

	Current	Bound
Full-time	56.4%	63.5%
Part-time	49.3	52.2

c) seniors (for current), seniors and graduates (for bound).

	Current	Bound
Freshman	41.7%	48.2%
Sophomore	58.5	62.5
Junior	53.7	59.2
Senior	61.7	68.1
Graduate	55.6	68.2

d) education majors. Engineering majors have the lowest proportion of use.

	Current	Bound
Applied Arts	66.7%	71.4%
Business	57.6	62.0
Education	70.8	77.4
Engineering	46.9	50.6
Humanities	45.9	63.3
Science	54.1	62.3
Social Science	58.2	66.4

e) Blacks.

	Current	Bound
Asian	55.2%	64.1%
Black	74.2	71.0
Chicano	60.5	65.3
White	54.2	60.9

2) Faculty using the periodical collection are more likely to be:

a) teaching during the day.

	Current	Bound
Day	70.7%	77.3%
Evening	63.2	71.1

b) full-time.

	Current	Bound
Full-time	73.7%	81.8%
Part-time	48.0	50.7

c) associates and professors.

	Current	Bound
Professor	74.1%	82.9%
Associate	80.7	81.0
Assistant	60.3	70.7
Instructor	65.0	70.0
Lecturer	52.1	56.4

d) social science faculty. Engineering has a lowest proportions of periodical users.

	Current	Bound
Applied Arts	71.4%	74.2%
Business	62.5	87.5
Education	77.5	85.0
Engineering	44.2	51.1
Humanities	66.2	71.6
Science	64.6	72.8
Social Science	85.1	92.0

I. Use of Newspapers

1) Students who use newspapers are more likely to be:

a) students who use other libraries more frequently.

	Use
3x/wk	52.5%
once/wk	55.7
once/2 wks	49.8
once/mon.	46.3
never	43.2

b) students who frequently or sometimes have courses requiring library resources.

	Use
Frequently	52.9%
Sometimes	53.3
Rarely	43.1
Never	20.9

c) students who indicate that professors mention the library.

	Use
Mentions	50.1%
Does not mention	45.1

J. Faculty Loan Periods for Periodicals

1) Current. Applied arts, business and education faculty have the highest proportions favoring library use only. This preference is least strong in engineering.

	Library Use
Applied Arts	52.9%
Business	50.0
Education	52.5
Engineering	30.2
Humanities	41.9
Science	39.4
Social Science	36.5

2) Bound. Business and applied arts faculty have the highest proportions favoring library use only. Engineering, humanities and arts, and social science faculty have higher proportions in favor of two day loans.

	Library Use	Two-Day Loan
Applied Arts	40.0%	20.0%
Business	45.8	33.3
Education	35.0	17.5
Engineering	14.0	32.6
Humanities	23.0	33.8
Science	21.2	26.3
Social Science	21.6	29.7

K. Arrangement of Bound Periodicals

1) Faculty who preferred the call number arrangement were more likely to be:

a) faculty teaching daytime classes.

	Call#
Day	50.8%
Evening	36.8%
	(95% confidence)

b) professors and associates. Over half the assistants, instructors and lecturers who expressed an opinion, preferred an alphabetical arrangement.

	Alpha	Call #
Professor	36.0%	54.8%
Associate	41.4	53.4
Assistant	43.9	38.6
Instructor	45.0	35.0
Lecturer	37.1	35.7
	(95% confidence)	

c) science, social science, humanities and arts, and business faculty. Education and applied arts faculty favor an alphabetical arrangement, and the engineering faculty are evenly divided.

	Alpha	Call #
Applied Arts	49.3%	39.1%
Business	33.3	45.8
Education	50.0	32.5
Engineering	32.6	32.6
Humanities	40.5	51.4
Science	26.3	61.6
Social Science	37.8	59.5

d) tenured. Over half of the temporary faculty who stated an opinion, prefer an alphabetical arrangement.

	Alpha	Call #
Tenured	37.2%	55.0%
Probationary	41.9	46.5
Temporary	40.2	32.7

e) faculty who have taught 21 or more years. The longer the teaching time at SJSU, the stronger the preference for a call number arrangement. A majority of faculty teaching 1-5 years prefer an alphabetical arrangement.

	Alpha	Call #
1 - 5	41.7%	35.8%
6 - 10	39.7	47.6
10 - 15	40.2	52.9
16 - 20	41.0	52.5
21 +	27.6	61.2

f) frequent and moderate library users. The majority of faculty who use less than once a month prefer an alphabetical arrangement.

	Alpha	Call #
3x/wk	42.9%	51.4%
1-2x/wk	34.6	63.5
once/2 wks	37.0	58.3
once/mon.	41.4	46.0
less	45.0	28.7
never	17.4	13.0

2) Business faculty prefer either separate room for periodicals or shelving with the books over the present arrangement. A majority of all faculty in other schools prefer the present arrangement, with science faculty expressing the strongest preference.

	Present Arrangement	Separate Room	With Books
Applied Arts	24.3%	15.7%	11.4%
Business	8.3	16.7	16.7
Education	22.5	2.5	2.5
Engineering	30.2	4.7	4.7
Humanities	29.7	20.3	12.2
Science	48.5	4.0	13.1
Social Science	30.7	14.7	20.0

IX. BOOK COLLECTION

Summary of Results:

Service Improvements

	Very Important		Important		Not Important		No Opinion	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Order New Books	38.3%	56.1%	36.8%	33.7%	10.6%	4.3%	14.4%	5.9%
Throw Away Old Books	16.5	7.6	21.1	16.2	39.7	51.6	22.6	24.3

Both students and faculty believe that it is very important that the library acquire new books; a greater proportion of faculty believe this to be very important. There is little interest or support among either faculty or students for weeding the library collection.

Service Satisfaction:

	Satisfied	Dissatisfied	Not Used	Not Aware
Book Collection (Faculty)	56.7%	24.5%	12.6%	6.2%

Of the faculty who use the library's book collection, 30.1% are dissatisfied with the collection.

A. Acquisition of New Library Books

1) Students who believe that ordering new books is very important are more likely to be:

a) Blacks.

	Very Important
Asian	41.1%
Black	53.2%
Chicano	44.4
White	27.6

2) Faculty who believe ordering new books to be very important are more likely to be:

a) full-time.

	Very Important
full-time	52.1%
part-time	38.7

b) professors and associates.

	Very Important
Professor	52.6%
Associate	53.4
Assistant	44.8
Instructor	40.0
Lecturer	42.3

c) tenured and probationary.

	Very Important
tenured	54.3%
probationary	51.2
temporary	38.9

d) female.

	Very Important
female	60.7%
male	45.5

e) faculty who have taught 11-15 years at SJSU.

	Very Important
1 - 5	40.5%
6 - 10	53.1
11 - 15	57.5
16 - 20	49.2
21 +	50.0
	(95% confidence)

f) frequent library users.

	Very Important
3x/wk	71.4%
1-2x/wk	56.2
once/ 2wks	56.5
once/mon.	55.2
less	28.4
never	13.0

B. Discarding Older, Outdated Books

1) Students who believe that discarding outdated books is very important are more likely to be:

a) education majors. However, education and humanities and arts majors had higher proportion who believed this not important.

	Very Important	Not Important
Applied Arts	16.1%	31.5%
Business	14.6	32.5
Education	21.2	46.2
Engineering	10.5	32.2
Humanities	10.8	42.5
Science	14.8	33.3
Social Science	12.9	33.6

b) Blacks.

	Very Important
Asian	15.4%
Black	33.9
Chicano	12.5
White	11.9

C. Book Collection

1) Science and social science faculty are the most satisfied with the book collection and business and applied arts faculty, the most dissatisfied.

	Satisfied	Dissatisfied
Applied Arts	35.7%	28.6%
Business	20.8	29.2
Education	55.0	17.5
Engineering	32.6	14.0
Humanities	48.6	23.0
Science	58.6	10.1
Social Science	58.7	26.7

2) Social science faculty have the highest proportion of users, while engineering faculty have the lowest proportion.

	Used
Applied Arts	64.3%
Business	50.0
Education	72.5
Engineering	46.6
Humanities	71.6
Science	68.7
Social Science	85.4

X. MEDIA SERVICES

Summary of Survey Results:

Service Satisfaction:

	Satisfied		Dissatisfied		Not Used		Not Aware	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Curriculum Materials	15.2%	20.6%	6.2%	5.6%	46.8%	52.9%	31.7%	20.9%
Educational Media	27.2	28.6	5.7	3.8	47.7	54.9	19.4	12.6
Microforms	34.5	48.0	3.9	6.0	50.3	39.3	11.3	6.8
Recordings & Tapes	31.1	32.4	5.9	7.4	53.5	54.0	9.5	6.3

The major media services are used by a substantial minority of students and faculty. About one-fourth use curriculum materials; roughly one-third use educational media and nearly forty percent use recordings and tapes. About forty percent of the students use microforms; while faculty use is considerably higher (54%). Higher proportion of students and faculty are not aware of curriculum materials and educational media than other services. Of those who use the services, students are most satisfied with microforms (90% of users) and faculty are also satisfied with microforms (89% of all users). Students are most dissatisfied with curriculum materials (29% of all users) and faculty are also most dissatisfied with curriculum materials (21% of all users).

	% Satisfied Users	
	Students	Faculty
Curriculum	71%	79%
Educational media	83	88
Microforms	90	89
Recordings and Tapes	84	82

A. Curriculum Materials

1) Students who used the service are more likely to be:

a) education majors.

	Used
Applied Arts	17.3%
Business	16.1
Education	43.7
Engineering	15.5
Humanities	14.2
Science	12.6
Social Science	18.1

b) students who perceive faculty as very familiar with the library.

	Used
Very familiar	28.4%
Relatively familiar	18.8
Know little	15.8
Never Mention	9.0

2) Students who are satisfied with the service are more likely to be:

a) library users who used once a month. Very frequent library users were much more dissatisfied.

	Satisfied	Dissatisfied
3x/wk	11.4%	12.1%
1-2x/wk	14.3	7.0
once/2 wks	14.9	4.1
once/mon.	17.9	4.2
less	9.4	4.0
never	3.4	0.0

b) students who indicate that courses sometimes require library resources. Those whose courses frequently require library resources are most dissatisfied.

	Satisfied	Dissatisfied
Frequently	13.4%	9.0%
Sometimes	16.0	4.8
Rarely	9.6	3.3
Never	3.5	3.5

B. Educational Media

1) Students who use the service are more likely to be:

a) education majors.

	Used
Applied Arts	27.0%
Business	24.5
Education	56.3
Engineering	22.4
Humanities	29.2
Science	18.5
Social Science	23.3

b) Blacks and Chicanos.

	Used
Asian	36.6%
Black	43.6
Chicano	41.6
White	21.9

c) students who indicate that courses more frequently require library resources.

	Used
Frequently	37.1%
Sometimes	29.4
Rarely	20.3
Never	11.1

d) students who perceive faculty as very familiar with the library.

	Used
Very familiar	37.6%
Relatively familiar	28.8
Know little	26.5
Never mention	16.7

2) Students who use the library most frequently are more likely to be dissatisfied with the service.

	Satisfied	Dissatisfied
3x/wk	25.5%	10.1%
1-2x/wk	30.8	7.0
once/2 wks	24.8	3.3
once/mon.	24.4	4.2
less	17.6	2.8
never	5.0	1.7

C. Microforms

1) Students who use microforms are more likely to be:

a) Blacks. Asians and Whites have the lowest proportion of users.

	Used
Asian	30.9%
Black	43.5
Chicano	38.9
White	29.7

b) students who indicate that courses more frequently require library resources.

	Used
Frequently	44.0%
Sometimes	31.7
Rarely	26.9
Never	13.9

c) students who perceive faculty as very familiar with the library.

	Used
Very familiar	41.0%
Relatively	33.0
Know little	29.5
Never mention	23.3

2) Students who indicate that the course more frequently requires library resources are more likely to be satisfied with microforms service.

	Satisfied	Dissatisfied
Frequently	39.2%	4.8%
Sometimes	27.3	4.4
Rarely	25.8	1.1
Never	13.2	0.7

3) Faculty who perceive upper division students as very familiar with the library are more satisfied with microforms.

	Satisfied	Dissatisfied
Very familiar	60.0%	0.0%
Relatively familiar	41.1	5.0
Know little	46.2	7.6
Never mention	12.5	4.2

D) Recordings and Tapes

1) Students who use recordings and tapes are more likely to be:

a) humanities and arts majors. These majors also have a higher proportion dissatisfied with the service.

	Used	Satisfied	Dissatisfied
Applied Arts	27.4%	25.0%	2.4%
Business	32.4	28.2	4.2
Education	33.7	30.0	3.7
Engineering	24.5	20.2	4.3
Humanities	47.5	35.0	12.5
Science	22.2	20.0	2.2
Social Science	24.1	18.1	6.0

b) Blacks.

	Used
Asian	35.3%
Black	50.0
Chicano	30.5
White	26.9

c) students who use other libraries once a week or more.

	Used
3x/wk	38.6%
once/wk	45.5
once/2 wks	30.1
once/mon.	29.8
never	23.0

d) students who perceive faculty as very familiar with the library.

	Used
Very familiar	40.2%
Relatively familiar	33.4
Know little	25..
Never mentioned	21.2

2) Faculty who use recordings and tapes are more likely to be:

a) faculty who frequently require use of library resources.

	Used
Frequently	43.1%
Sometimes	36.4
Rarely	21.7
Never	10.8

b) faculty who perceive upper division students as very familiar with the library.

	Used
Very familiar	44.0%
Relatively familar	35.6
Know little	36.1
Never mention	12.5

XI. MISCELLANEOUS

Summary of Survey Results:

Service Satisfaction:

	Satisfied		Dissatisfied		Not Used		Not Aware	
	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.	Stud.	Fac.
Coin Operated Typewriters	9.9%	4.1%	16.9%	3.3%	56.6%	76.7%	16.6%	16.0%
Dollar Changer	37.4	22.4	13.6	6.2	31.5	51.8	17.5	19.7
Pen Machines	12.8	4.1	5.6	0.8	57.9	65.2	23.7	29.9
Coin Photocopy	62.9	41.1	19.5	18.9	15.9	37.8	1.7	2.2
Staff Photocopy	36.2	44.1	5.9	9.2	42.1	37.6	15.7	9.2

Of the individuals using the different equipment housed in the library, the lowest proportion of both students and faculty are satisfied with the coin operated typewriters.

	% satisfied of users	
	Students	Faculty
Coin Typewriters	37%	56%
Dollar Changer	79	78
Pen Machines	70	83
Coin Photocopy	76	68
Staff Photocopy	86	83

Seating:

Preferred Seating	Students	Faculty
Upholstered chairs or sofas	17.5%	7.1%
Open lounge tables	27.3	25.7
Study carrels	28.9	34.0
No preference	24.9	31.4
Other	1.3	1.7

Adequacy of the library for studying:

Students	Yes
Enough seating for studying	84%
Adequate place to study	73.8

Those who did not believe the library an adequate place for study indicated why:

Noisy	35.7%
Hot	30.2
Cold	17.5
No individual seating	51.0
-Uncomfortable chairs	47.1
Irritating lights	37.4
Inconvenient	37.6

The highest proportions of students are concerned with the lack of individual seating and lack of comfortable chairs.

Faculty Priorities for Seating:

Prefer	
More seating, less little-used on library shelves	27.4%
Less seating, more little-used material on library shelves	24.9
No change	46.6

Budget Priorities:

First choice for cuts of budget declines:

	Students	Faculty
Books	4.7%	5%
Multiple copies	31.1	47
Magazines	7.3	3
Reference & Information	4.4	9
Circulation	4.7	8
Library Hours	12.5	20
No opinion	34.7	7
Other	--	2

First preference is elimination of purchase of multiple copies, then reduction of library hours.

Division of the Collection between the Fourth St. and the Clark Library - Faculty preferences

Frequency of Use	7.2%
Subject	87.1
Other	3.3
Need more info.	2.3

A. Coin-Operated Typewriters

1) Students who were more likely to be satisfied with the typewriters are:

a) Asians.

	Satisfied	Dissatisfied
Asian	14.2%	14.2%
Black	9.7	24.2
Chicano	16.7	22.2
White	5.6	11.8

b) less frequent library users.

	Satisfied	Dissatisfied
3x/wk	10.1%	24.8
1-2x/wk	9.1	19.2
once/2 wks	13.2	14.0
once/mon.	10.3	14.5
less	4.0	8.5
never	2.2	3.4

B. Dollar Changer

1) Students who are satisfied with the dollar changer are more likely to be:

a) Blacks.

	Satisfied	Dissatisfied
Asian	34.1%	17.1%
Black	45.2	14.5
Chicano	34.7	9.7
White	28.8	9.0

2) Students who indicated that courses frequently require use of library resources have the highest proportion dissatisfied.

	Satisfied	Dissatisfied
Frequently	32.6%	21.0%
Sometimes	34.6	10.6
Rarely	29.1	6.6
Never	11.1	6.9

C. Pen Machines

1) Students who are frequent users of other libraries are more dissatisfied with the pen machines.

	Satisfied	Dissatisfied
3x/wk	14.9%	11.9%
once/wk	15.2	4.4
once/2 wks	10.5	3.3
once/mon.	8.3	3.5
never	9.9	4.4

D. Coin-Operated Photocopy Service

1) Students who are satisfied are more likely to be:

a) Students who perceive the faculty as relatively familiar with the library.

	Satisfied	Dissatisfied
Very familiar	52.8%	24.0%
Relatively familiar	57.7	15.1
Know little	50.0	16.7
Never mention	41.2	12.5

2) Faculty who are satisfied are more likely to be:

a) less frequent users of other libraries.

	Satisfied	Dissatisfied
3x/wk	26.7%	26.7%
once/wk	32.0	10.0
once/2 wks	43.7	16.9
less	34.9	15.3

b) faculty who perceive upper division students as very familiar with the library.

	Satisfied	Dissatisfied
Very familiar	48.0%	12.0%
Relatively familiar	39.1	10.9
Know little	36.4	22.7
Never mention	16.7	16.7

E. Staff-Operated Photocopy Service

1) Students who are satisfied are more likely to be:

a) Blacks. Asians are more dissatisfied than other groups.

	Satisfied	Dissatisfied
Asian	35.9%	9.4%
Black	46.8	4.8
Chicano	31.9	6.9
White	36.4	3.2

b) students who indicated that professors mention the library.

	Satisfied	Dissatisfied
Yes	33.7%	4.6%
No	26.6	4.9

2) Faculty who are satisfied are more likely to be:

a) faculty who perceive that lower division students know little.

	Satisfied	Dissatisfied
Relatively familiar	35.9%	10.3%
Know little	40.8	7.1
Never mention	33.0	7.8

(95% confidence)

F. Seating

1) A higher proportion of students and faculty who use the library more frequently prefer study carrels.

	Students Study Carrels	Faculty Study Carrels
3x/wk	35.6%	37.1%
1-2x/wk	30.8	34.3
once/2 wks	32.2	32.4
once/mon.	24.4	33.3
less	25.9	28.4
never	22.5	26.1

2) Those who prefer upholstered chairs or sofas are most dissatisfied with the uncomfortable chairs.

	Uncomfortable Chairs
Sofa	35.2%
Table	18.0
Carrel	16.9
No preference	9.0
Other	36.8

3) A smaller proportion of very frequent users believe there is room in the library to sit and study.

	Room
3x/wk	75.5%
1-2x/wk	85.3
once/2 wks	81.3
once/mon.	81.2
less	65.7
never	21.9

4) Faculty who preferred more seating are more likely to be:

a) faculty who teach primarily in the evening.

	More Seating
Day	21.8%
Evening	31.1

b) business faculty. Humanities and arts and social science are most strongly in favor of shelving more little-used materials. Applied arts, education and science faculty are most strongly in favor of no change.

	More Seating	More Mats	No Change
Applied Arts	27.1%	11.4%	50.0%
Business	39.1	8.7	30.4
Education	28.2	7.7	46.2
Engineering	25.6	4.7	30.2
Humanities	20.3	36.5	33.8
Science	10.3	23.7	42.3
Social Science	25.3	32.0	33.3

(95% confidence)

c) probationary. Probationary faculty also exhibit the strongest preference for no change.

	More Seating	More Mats	No Change
Tenured	23.7%	23.7%	41.2%
Probationary	28.6	11.9	42.9
Temporary	20.4	18.5	30.6

G. Budget Priorities

1) The proportion of students preferring a reduction in library hours increases slightly with age.

	Library Hours
17 - 22	8.7%
23 - 30	10.0
31 - 40	15.4

2) A higher proportion of humanities and arts majors prefer reducing multiple copies.

	Multiple Copies
Applied Arts	22.9%
Business	20.4
Education	23.7
Engineering	22.2
Humanities	37.0
Science	29.0
SAcial Science	29.3
	(95% confidence)

H. Division of the Library Collection

1) Faculty who most strongly prefer the subject split are more likely to be:

a) faculty who teach primarily during the day.

	Subject
Day	81.4%
Evening	64.9%
	(95% confidence)

b) professors.

	Subject
Professor	85.8%
Associate	71.4
Assistant	77.2
Instructor	75.0
Lecturer	60.3

c) science, humanities and arts, and social science.

	Subject
Applied Arts	65.7%
Business	69.6
Education	71.8
Engineering	58.1
Humanities	88.6
Science	89.7
Social Science	86.7

d) probationary and tenured.

	Subject
tenured	83.5%
probationary	85.7
temporary	62.5

e) faculty who have taught 11-15 years at SJSU.

	Subject
1 - 5	69.2%
6 - 10	69.8
11 - 15	88.2
16 - 20	78.3
21 +	86.7

f) moderate library users.

	Subject
3x/wk	77.1%
1-2x/wk	88.3
once/2 wks	88.9
once/mon.	82.7
less	65.0
never	21.7

XII. GENERAL CHARACTERISTICS OF STUDENTS AND FACULTY WHO SELDOM OR NEVER USE SJSU LIBRARY

A. Students

Class	Seldom	Never
Freshman	28.3%	22.5%
Sophomore	26.4	8.7
Junior	22.0	13.0
Senior	25.3	9.3
Graduate	18.2	10.2

(95% confidence)

Sex	Seldom	Never
Female	28.0%	14.1%
Male	19.9	10.7

Age	Seldom	Never
17 - 22	25.5%	12.4%
23 - 30	20.8	10.2
31 - 40	24.3	16.0

Age was not a statistically significant in library frequency of use.

Ethnic Background	Seldom	Never
Asian	15.4%	6.5%
Black	27.4	11.3
Chicano	22.2	5.6
White	26.6	13.9

Semesters Attended	Seldom	Never
1st	18.4%	19.3%
2nd	24.9	16.6
3rd	21.0	9.8
4th +	25.7	8.1

Major Field	Seldom	Never
Applied Arts	29.8	10.1
Business	22.4	18.5
Education	22.5	10.0
Engineering	22.1	9.7
Humanities	18.3	9.2
Science	23.7	7.4
Social Science	23.3	7.8

Current GPA	Seldom	Never
3.60 - 4.00	20.7	11.1
3.00 - 3.59	26.6	11.6
2.60 - 2.99	22.3	12.6
2.00 - 2.59	24.4	12.4
Below 2.00	37.5	20.8
Unknown	10.2	16.9

(95% confidence)

Enrollment Status	Seldom	Never
Full-time	24.0%	10.7%
Part-time	23.9	21.9

(95% confidence)

Attendance Time	Seldom	Never
Day	25.7%	12.5%
Evening	25.2	24.4
Day & Evening	19.5	7.5

B. Faculty

Rank	Seldom	Never
Professor	16.7%	1.3%
Associate	5.2	5.2
Assistant	20.7	1.7
Instructor	25.0	20.0
Lecturer	29.6	16.9

Sex	Seldom	Never
Female	23.0%	6.6%
Male	16.7	4.8

Age	Seldom	Never
22 - 31	21.1%	2.6%
32 - 40	18.2	7.1
41 - 50	17.6	8.4
51 - 60	20.3	3.6
61 +	17.9	0.0

(95% confidence)

Ethnic Background	Seldom	Never
Asian	12.5%	0.0%
Black	0.0	0.0
Chicano	0.0	0.0
White	20.2	5.7

Years Taught	Seldom	Never
1 - 5	22.3%	14.0%
6 - 10	23.4	0.0
11 - 15	13.8	1.1
16 - 20	19.7	3.3
21 +	15.3	3.1

School	Seldom	Never
Applied Arts	27.1	5.7
Business	33.3	12.5
Education	27.5	0.0
Engineering	16.3	20.9
Humanities & Arts	10.8	6.8
Science	18.2	2.0
Social Science	12.0	0.0

Teaching Time	Seldom	Never
Day	18.0	3.7
Evening	21.1	13.2

Teaching Load	Seldom	Never
Full-time	17.6	2.2
Part-time	22.7	20.0

Appointment	Seldom	Never
Temporary	28.7	16.7
Probationary	20.9	0.0
Tenured	13.8	1.8

C. Frequency of Library Use

	Students	Faculty
Never	12.2%	5.2%
Seldom	23.9	18.5
Once/mon.	17.8	19.8
Once/2 wks	16.5	24.6
1-2x/wk	19.5	23.9
3x/wk	10.1	8.0

Thus, among students, the individual who seldom or never uses the library is more likely to be:

a freshman
a female
white
in 1st or 2nd semester at SJSU
in Applied Arts or Business
a student with a GPA below 2.00
part-time
a student attending classes only in the evenings

Among faculty, the individual who seldom or never uses the library is more likely to be:

an Instructor or Lecturer
a female
white
a teacher who has taught 1-5 years at SJSU
a faculty member in Business or Engineering
a faculty member teaching primarily in the evening
part-time
temporary

Thus, for both students and faculty, factors which appear to be related to low-use are length service or attendance at SJSU, sex, ethnic background, school or major field, part-time status, and evening classes.

D. Reasons for Never Using the Library or Using It Only Once - Students

		Total	
1)	**No Need**		
101	Courses have not required		
4	Material in reserve		
3	Enough information in other sources		
2	Sufficient materials in personal library		
1	Professor distributes copies in class	111	38%
2)	**Poor Library Organization**		
62	Incomprehensible, confusing, spread out all over		
13	Could not find materials	75	26%
3)	**Greater Convenience of Another Library**		
29	Closer to home		
1	Better parking		
2	Use other Libraries	32	11%
4)	**No Time While on Campus**		
	Commuting/working	16	5%
5)	**Lack of Familiarity**		
	Easier to use a familiar library	12	4%
6)	**Uncomfortable/Unpleasant Atmosphere**	11	4%
7)	**Miscellaneous**		
7	Staff not willing/available to help		
6	Too far across campus		
4	Materials outdated		
3	Not open when needed		
3	Very crowded		
3	Safety		
2	Lacks smoking section		
2	Use only to study		
1	Time consuming manual checkout		
1	Small physical size of library		
1	Don't feel like it		
1	No Library card		
1	New student		
1	Don't like studying in libraries		
1	Do minimum to get by	37	13%
	Total	294	

E. Reasons for Never Using the Library or Using It Only Once - Faculty

		Total	
1)	No Need		
3	Courses taught do not require library use		
4	No need (general statement)		
1	Area requires little research	8	21%
2)	Poor Library Organization		
	Materials not accessible	6	15%
3)	Great Convenience of Another Library		
6	Closer to work/home		
6	Better service/collections		
3	Good personal library	15	38%
4)	No Time While on Campus		
3	Part-time		
4	Far away location		
1	No time (general)		
1	No convenient parking	9	23%
5)	Lack of Familiarity	1	3%
	Total	39	

APPENDIX A

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LIBRARY USER SURVEY

INSTRUCTIONS: Please respond to each question by writing the number of the response in the box to the left of the question. For each question choose only one response. If you have already responded to this questionaire in another class please do not respond to this form.

[1] Your class status:
1. Freshman 2. Sophomore 3. Junior 4. Senior 5. Graduate

[1] Your sex:
1. Female 2. Male

[1] Your age:
1. 17-22 2. 23-30 3. 31-40 3. 41 and over

[5] Your ethnic background is:
1. Asian 2. Black 3. Chicano, Mexican-American 4. Other Hispanic
5. White 6. All other

[2] How many semesters have you attended SJSU?
1. First Semester
2. second semester
3. third semester
4. four or more semesters

Major area of study:

[1][2]
1. Applied Arts & Science
2. Business
3. Education
4. Engineering
5. Humanities & Arts
6. Science
7. Social Science
8. Library Science
9. New College
10. Social Work
11. Interdisciplinary
12. Undecided

What is your grade point average?

[4]
1. 3.60 - 4.00
2. 3.00 - 3.59
3. 2.60 - 2.99
4. 2.00 - 2.59
5. Below 2.00
6. Unknown, first semester student

Are you:

[1]
1. full time student (9 units or more)
2. part time student (less than 9 units)

[3] Are you:
1. a day time student 2. an evening student 3. attending day and evening classes

How often do you usually use the SJSU Library during the semester?

[4]
1. three times a week or more
2. once or twice a week
3. once every two weeks
4. once a month
5. less than once a month
6. never

[1] Do you use other libraries in connection with your coursework at SJSU?
1. yes 2. no

How often did you use other libraries last semester?

[2]
1. three times a week or more
2. once a week
3. once every two weeks
4. less than once a month
5. did not use other libraries

Which ones did you use? Please list: Peace Av. Branch Library

When you want to get some information on a subject you are studying at SJSU, what source do you consult most frequently. Enter in the box to the left of each source ranking for that source. Base your ranking on the following scale: 1 = most frequent - 5 = least frequent

[3] a book or magazine (periodical/journal) that I bought

[5] a professor

[4] another student

[2] SJSU library

[1] another library

Is SJSU Library open when you need to use it?

[3] 1. yes 2. no 3. usually, but not always

What additional hours would you like it to be open. Enter 1 for yes, 2 for no in the box next to each proposed time.

[1] Open earlier Monday-Friday mornings

[2] Open later Monday-Thursday evenings

[2] Open later Friday night

[2] Open later Saturday night

[1] Open earlier Sunday morning

[2] Open later Sunday night

[ ] What other hours (please tell us if you have other preferences):

How often do your assignments in courses involve using library resources other than materials placed on reserve by your professors?

[4] 1. frequently 2. sometimes 3. rarely 4. never

Have any of your professors mentioned the library within the last week?

[1] 1. yes 2. no

Faculty in your major field of interest seem:

[2]
1. very familiar with the library
2. relatively familiar with the library
3. to know little about the services the library offers
4. to never mention the library, therefore assuming nonfamiliarity

Which seating in the library do you prefer to work in?

[ ]
1. upholstered chair or sofas
2. open lounge tables
3. study carrels
4. no preference
5. other

If you have <u>never</u> used the SJSU Library or used it only <u>once</u> please tell us why this was: (use back page if you need more area to respond)

<u>The remaining items should be answered</u> only <u>by those</u> who <u>have used the SJSU Library</u>.

For the following library services, please indicate how important they are to you by writing a response number in the box to the left of each service listed. Use the following scale:

1. very important
2. important
3. not important
4. no opinion

2	Automating circulation (computer system)
1	Being able to renew on the telephone
1	Better written library guides
1	Extending library hours
1	Getting new books ordered and available sooner
2	Having a better library materials security system (reduce missing materials)
4	Having closed periodical stacks
4	Having more staff available to go into the bookstacks and help look for materials
4	More periodical subscriptions
2	Providing better building security (human safety)
2	Providing more staff at reference and circulation desks
2	Reorganizing the library
2	Shelving materials more quickly
3	Throw away old books with outdated material

Is there always room to sit and study in the library?

[1]

1. yes 2. no

Is the library an adequate place to study?

[2]

1. yes 2. no

If no, why not? For each statement you agree with, write 1 in the box; for no opinion, write 2.

2	too noisy
1	too hot
1	too cold
1	not enough individual seating (rather than tables)
1	uncomfortable chairs
2	irritating florescent lights
1	inconvenient
	other (please tell us why):

For each service you have used in the SJSU Library, please indicate your satisfaction with the service. In the box to the left of each service listed, write 1 if you are satisfied with the service, 2 if dissatisfied, 3 if you did not use this service, and 4 if you were not aware of this service.

3	Circulation
2	Coin-Operated Typewriters
2	Curriculum Material for Teachers
2	Directional Assistance Desk (1st floor info.)
1	Dollar Changer Machine
3	Educational Media
3	Government Documents
3	Interlibrary Loan
3	On Line Computer Literature Search
1	Microforms
1	Newspapers
1	Pen Vending Machines
3	Photocopy (library staff operated)
1	Photocopy (coin operated)
1	Recordings and Tapes
1	Reference (asking librarians for help)
2	Reserve Book Room
3	Tours

If you have not been able to locate the books you wanted in the bookstacks, where else have you searched? Enter 1 for areas searched and 2 for areas not searched.

1	Sorting areas
2	Delivery trucks
1	Location file
1	Circulation desk

For the following services you have used in the SJSU Library, please indicate whether or not you have encountered a problem. For each problem listed, enter in the box 1 if you have encountered this particular problem and 2 if you have not encountered a problem and 3 if you have not used this particular service.

1	1. Interlibrary Loan can't keep materials long enough
	2. Bound Periodicals
1	missing volumes
2	torn out pages
1	checked out to another person
1	waiting in long line to check out materials
1	cannot keep materials long enough

3. Current Periodicals (1st floor central)

[3] missing issues

[3] torn out pages

[3] checked out to another person

[3] waiting in a long line to check out materials

[3] cannot keep materials long enough

4. Reserve Book Room

[3] missing volumes

[3] torn out pages

[2] checked out to another person

[1] waiting in a long line to check out materials

[1] cannot keep materials long enough

Do you wish there was more instruction in the use of the library and reference books (such as magazine or periodical/journal indexes, indexes to book reviews, biographical tools, etc.)?

[2] 1. yes 2. no

Which type of instruction would you prefer? Write in the box to the left of each type of instruction used, 1 for preferred and 2 for not preferred.

[2] General library tours

[2] General lower division courses on how to use the library

[2] Library instruction in an upper division course in my major field

[1] Lectures on research techniques for writing graduate papers

[1] Audio-visual aids which I could use at my own convenience

[2] A self-paced, self-directed library skills course with a workbook to do at my own pace

[2] Computer-assisted library instruction

[1] Asking a librarian

[1] Library instruction in any lower division course

[ ] Other - please tell us what method:

Do you find the card catalog:

[2] 1. confusing and hard to use.
2. easy to use.
3. I sometimes need help using the card catalog.

If a budget cut forced reductions in the library services, which action should the library take first?

[2] 1. reduce the number of books purchased for lending
2. reduce the number of multiple copies purchased
3. reduce the number of magazine (periodical/journal) subscriptions
4. reduce reference and information services
5. reduce circulation services
6. reduce library hours
7. no opinion

Thank you for your help. If you would like to see the results of this survey upon completion of the analysis, a summary will be available at the Directional Assistance Desk (1st floor, Library Central).

APPENDIX B

San José State University

WASHINGTON SQUARE
SAN JOSE, CALIFORNIA 95192

ACADEMIC VICE PRESIDENT (408) 277-2177

May 5, 1980

TO: Deans and Departmental Chairpersons

RE: New Library: Survey of Faculty Members

Colleagues:

It will come as no secret to you that "put up or shut up" is an ancient and honored tradition in the academy, and since I wouldn't "shut up" about library planning in the absence of faculty assessment you've got to "put up" by helping secure faculty responses to a survey.

More seriously, if the new library building is to serve well the needs of both students and faculty then faculty judgments about the adequacy of present library service will be of great use in helping the professional librarians plan for the new library.

The results of the faculty survey, coupled with those of a student survey, will help the librarians make decisions about research and information needs, and give them the basis for making recommendations to the new Director of the Library and me about the distribution or redistribution of funds to support various library activities.

A copy of the survey for each full- and part-time faculty member in each department is provided with this cover letter. Would you please be kind enough to see they are distributed, and ask each faculty member to return it to the departmental secretary within two weeks? If it is not too much trouble perhaps you'd also ask the departmental secretary to remind those who forgot and ask them to be sure to complete and return the survey. All the surveys should be sent to Mr. Zeljko Pavic, in the Testing Office, 218 Administration Building, no later than three weeks from now.

I'm sorry to bother you and your colleagues at this time of year -- the end of the semester, finals coming up, and so on -- and would not except that faculty judgment about the library is necessary if planning is to be successful and helpful.

Bert

Robert W. Burns

FACULTY FORM

INSTRUCTIONS: Please respond to each question by writing the number of the response in the box to the left of the question. For each question choose only one response.

Your rank:
1. Professor 2. Associate 3. Assistant 4. Instructor 5. Lecturer

Your sex:
1. Female 2. Male

Your age:
Please write your age in the box

Your ethnic background is:
1. Asian 2. Black 3. Chicano, Mexican-American 4. Other Hispanic
5. White 6. All other

How many years have you taught at SJSU?
Please write the number of years in the box

Primary school in which you hold a teaching assignment

1. Applied Arts & Science
2. Business
3. Education
4. Engineering
5. Humanities & Arts
6. Science
7. Social Science
8. Library Science
9. New College
10. Social Work

Are the majority of your classes this semester between 8 a. m. and 5 p. m., Monday - Friday?
1. Yes 2. No

Your assignment (select your regular assignment)

1. full time
2. part time

Your appointment
1. temporary 2. probationary 3. tenured

How often do you usually use the SJSU Library during the semester?

1. three times a week or more
2. once or twice a week
3. once every two weeks
4. once a month
5. less than once a month
6. never

During the last semester did you employ an assistant to do library research at SJSU in connection with your teaching or research?
1. yes 2. no

Do you use other libraries in connection with your teaching and research at SJSU?

1. yes 2. no

How often did you use other libraries last semester?

1. three times a week or more
2. once a week
3. once every two weeks
4. less than once a month

Which ones did you use: Please list: _____

_____

_____

When you want to get some information on a subject for research or teaching, what source do you consult most frequently. Enter in the box to the left of each source ranking for that source. Base your ranking on the following scale: 1 = most frequent - 5 = least frequent

[ ] a book or magazine (periodical/journal) that I bought

[ ] a colleague

[ ] a student

[ ] SJSU library

[ ] another library

Is SJSU Library open when you need to use it?

[ ]
1. yes
2. no
3. usually, but not always

What additional hours would you like it to be open. Enter 1 for yes, 2 for no in the box next to each proposed time.

[ ] Open earlier Monday - Friday mornings

[ ] Open later Monday - Thursday evenings

[ ] Open later Friday night

[ ] Open later Saturday night

[ ] Open earlier Sunday morning

[ ] Open later Sunday night

[ ] What other hours (please tell us if you have other preferences):

Which type of faculty usage policy for bound magazines (periodicals/journals) would you like best?

[ ]
1. must remain in library at all times
2. circulate overnight only
3. circulate for two days
4. circulate for one week
5. no opinion

What about current unbound issues of magazines?

[ ]
1. must remain in library at all times
2. circulate overnight only
3. circulate for two days
4. circulate for one week
5. no opinion

How often do your assignments in courses involve using library resources other than materials on reserve?

[ ]
1. frequently 2. sometimes 3. rarely 4. never

In general upper division students in your classes seem:

[ ]

1. very familiar with the library
2. relatively familiar with the library
3. to know little about what the library offers
4. to never mention the library

What about lower division students?

[ ]

1. very familiar with the library
2. relatively familiar with the library
3. to know little about what the library offers
4. to never mention the library

Which seating in the library do you prefer to work in?

[ ]

1. upholstered chair or sofas
2. open lounge tables
3. study carrels
4. no preference
5. other

If you have never used the SJSU Library or used it only once please tell us why this was: (Use back page if you need more area to respond)

The remaining items should be answered only by those who have used the SJSU Library.

For the following library services, please indicate how important they are to you by writing a response number in the box to the left of each service listed. Use the following scale:

1. very important
2. important
3. not important
4. no opinion

[ ] Automating circulation (Computer system)

[ ] Being able to renew on the telephone

[ ] Better written library guides

[ ] Extending library hours

[ ] Getting new books ordered and available sooner

[ ] Having a better library materials security system (reduce missing materials)

[ ] Having closed periodical stacks

[ ] Having more staff available to go into the bookstacks and help look for materials

[ ] More periodical subscriptions

[ ] Providing better building security (human safety)

[ ] Providing more staff at reference and circulation desks

[ ] Reorganizing the library

[ ] Shelving materials more quickly

[ ] Throw away old books with outdated material

For each service you have used in the SJSU Library, please indicate your satisfaction with the service. In the box to the left of each service listed, write 1 if you are satisfied with the service, 2 if dissatisfied, 3 if you did not use this service, and 4 if you were not aware of this service.

- [ ] Book Collection
- [ ] Circulation
- [ ] Coin-operated Typewriters
- [ ] Curriculum Material for Teachers
- [ ] Directional Assistance Desk (1st floor information)
- [ ] Dollar Change Machine
- [ ] Educational Media
- [ ] Government Documents
- [ ] Interlibrary Loan
- [ ] On Line Computer Literature Search
- [ ] Microforms
- [ ] Newspapers
- [ ] Pen Vending Machines
- [ ] Periodical Collection
- [ ] Photocopy (Library staff operated)
- [ ] Photocopy (coin co.)
- [ ] Recordings and Tapes
- [ ] Reference (asking librarians for help)
- [ ] Reserve Book Room
- [ ] Tours

If you have not been able to locate the books you wanted in the bookstacks, where else have you checked? Enter 1 for checked and 2 for areas not checked.

- [ ] Sorting areas
- [ ] Delivery trucks
- [ ] Location file
- [ ] Circulation Desk

For the following services you have used in the SJSU Library, please indicate whether or not you have encountered a problem. For each service, enter in the box 1 if you have encountered a problem and 2 if the service was satisfactory and 3 if you did not use this particular service.

- [ ] 1. Interlibrary Loan
  - Can't keep materials long enough
- [ ] 2. Bound Periodicals
  - missing volume
  - torn out pages
  - checked out to another person
  - waiting in long line to charge out materials
  - cannot keep materials long enough

3. Current Periodicals (1st floor central)

- missing issues
- torn out pages
- checked out to another person
- waiting in a long line to check out materials
- cannot keep materials long enough

4. Reserve Book Room

- missing issues
- torn out pages
- checked out to another person
- waiting in a long line to check out materials
- cannot keep materials long enough

Do you wish there was more instruction in the use of the library and reference books (such as magazine or periodical/journal indexes, indexes to book reviews, biographical tools, etc.)?

1. yes 2. no

The Library has been working with the Academic Senate and the General Education Board in developing a program of library instruction which will assist students in preparing course related papers and doing library research. Which type of instruction would you prefer to see the library offer to students? Write in the box to the left of each type of instruction used, 1 for preferred and 2 for not preferred.

- General library tours
- General lower division courses on how to use the library
- Library instruction in an upper division course in student's major field
- Lectures on research techniques for writing graduate papers
- Audio-visual aids for use at student's convenience
- A self-paced, self-directed library skills course with a workbook to do at student's own pace
- Computer-assisted library instruction
- Asking a librarian
- Library instruction in a lower division English course
- Other - please tell us what method:

Which would you prefer?

1. more seating in the library and more little-used material in storage.
2. less seating in the library and more little-used material on the shelves.
3. no change.

If you could choose how to arrange bound magazines (periodicals/journals) in the SJSU Library, would you arrange them

1. alphabetically
2. call number

If you choose call number, would you want them

1. shelved separately from books, just as they are now
2. shelved together with books on the same subject
3. shelved in a separate room
4. no opinion on any arrangement of magazines
5. other (please tell us what you recommend _____

_____

When the new library is completed in 1981, the library collection will be so large that it must be divided approximately in half between the present and new buildings. Two basic divisions have been proposed thus far - one by subject and one by high use/low use. Which of the following would you prefer?

1. Split the Collection by frequency of Use:
   Combined reference services in all subjects and frequently used book and magazine (periodical/journal) collections in the East Library (new building) and reserve services and less heavily used materials in all disciplines in the West Library (part of the present library building complex)
2. Split the Collection by Subject:
   Reference services and collections for education, humanities, and social sciences in the East Library (new building) and science/engineering reference services and collections plus reserve services in the West Library (part of the present library building complex)
3. Other (Please tell us what you recommend: _____

_____

_____

_____

_____

4. Need more information before indicating a preference.

If a budget cut forced reductions in the library services, which action should the library take first?

1. reduce the number of books purchased for lending
2. reduce the number of multiple copies purchased
3. reduce the number of magazine (periodical/journal) subscriptions
4. reduce reference and information services
5. reduce circulation services
6. reduce hours
7. no opinion
8. other (please describe): _____

_____

Do you have any additional comments on how the Library could improve service?

Thank you for your help. If you would like to see the results of this survey upon completion of the analysis, a summary will be available at the Directional Assistance Desk (1st floor, Library Central).